IBM ServicePac® SELECTION GUIDE

Nordic Edition November December 2009 rev.1

This Guide are for reference purpose only - p/n's and prices may be changed without any notice if subject to errors or announcement changes
IBM ServicePac® is no longer subject to the Stock Rotation process and is therefore not returnable.
IBM ServicePac® is not returnable, and in case of wrong ordered P/N, exception-swap to correct P/N will only be considered within a 60 day period from the date of purchase, subject to an admin charge of 8% of original invoice amount. This service announced 1st of March 2008.
A ServicePac are only valid in that country where the ServicePac has been purchased
Attention: For taxation reasons, all ServicePac orders must be processed and invoiced in the service provision country.

ServicePac for Warranty Service Upgrade should best be ordered at the same time as the hardware. In order to avoid loss in coverage-value, it's recommended that purchase is done as close as possible to the Warranty start date, that due to the fact that Warranty Service Upgrade begins and runs in parallel to normal Base Warranty. Service and typical response time are provided within 100 Km of an IBM Service Centre

IBM Onsite Repair (IOR) limitations

The customer must provide fault information to IBM at the time of the customer call placement and provide diagnostic information to the On-Site Technician. In extreme situations IBM may require to remove the Machine to complete the repair. IBM reserves the right not to deliver service in Business premises (including Home / Office) if not found to be appropriate to safety or Electro-Static Discharge protection.
The customer must provide the Technician with the factory supplied Preload CD in case of a hardfile failure. The offerings does not include restoration of any data not loaded at the time of manufacturing.
The Customer must provide a suitable working area to allow disassembly and reassembly of the IBM Machine. The area must be clean, well lit and suitable for the purpose.

1'st Level System x 2'nd Level System x 1'st Level System x Options 2'nd Level System x Options
Storage Division System x Monitors Implementation & Migration ServicePac
System i WSU System p WSU/MSU Intellistations
Maintenance Service Upgrade for # ThinkPad Server Storage IntelliStation DeskTop
Remote Technical Support Line # ETS-Gateway 90/180 Days Windows&Linux VMWare RTS & Basic
RTS for Windows Small & Essential Business Server RTS for Midrange Disk Storage IBM Director
POS/RSS ServicePacs # 3Year 24x7xSBD 3year 18x6 PW Pac's Multi-Vendor POS/RSS ePac's (MVS)
Learning Services # EducationPacs for ClassRoom courses

Entries highlighted in blue are new additions or revisions to the previous version of the IBM ServicePac Selection Guide
Entries highlighted in red are marked for deletion, and will be removed in the next version of the IBM ServicePac Selection Guide

1st Level System x Servers

Up to 5 years on-site service which include IBM keyboard, Mouse, and IBM internal installed options, except where stated otherwise
Monitors and Flat panels are not covered in these offerings
The 4 hour response are target measures, starting after the PD (Problem Determination) has ended

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		3	3Yrs onsite NBD response	PC285	38R3486	1.845	249	2.088	2.248
		3	5days x 9hrs - 4hrs.response	PC286	38R3487	3.617	486	3.943	4.532
		3	7days x 24hrs - 4hrs.response	PC287	38R3488	4.157	558	4.531	5.207
		4	4Yrs onsite NBD response	PC288	38R3489	2.884	388	3.262	3.512
		4	5days x 9hrs - 4hrs.response	PC289	38R3490	4.909	661	5.553	5.979
		4	7days x 24hrs - 4hrs.response	PC290	38R3491	6.454	869	7.300	7.860
		5	5Yrs onsite NBD response	PC291	38R3492	3.845	518	4.350	4.683
		5	5days x 9hrs - 4hrs.response	PC292	38R3493	6.454	869	7.300	7.860
		5	7days x 24hrs - 4hrs.response	PC293	38R3494	8.389	1.130	9.489	10.216
8648	System x 226		see above						
7973	System x 3400		see above						
7975	System x 3400		see above						
9234	System x 3200		see above						
		3	5days x 9hrs - 4hrs.response	PC300	38R3462	2.817	378	3.030	3.554
		3	7days x 24hrs - 4hrs.response	PC301	38R3463	4.582	614	4.926	5.779
		4	5days x 9hrs - 4hrs.response	PC302	38R3464	5.738	769	6.169	7.236
		4	7days x 24hrs - 4hrs.response	PC303	38R3465	8.438	1.140	9.071	10.642
		5	5days x 9hrs - 4hrs.response	PC304	38R3466	8.305	1.120	8.928	10.474
		5	7days x 24hrs - 4hrs.response	PC305	38R3467	11.373	1.530	12.227	14.343
8840	System x 346		see above						
7943	System x 3655		see above						
		3	5days x 9hrs - 4hrs. response	PC400	40M6919	1.182	160	1.304	1.448
		3	7days x 24hrs - 4hrs. response	PC401	40M6920	2.279	307	2.511	2.789
		4	5days x 9hrs - 4hrs. response	PC402	40M6921	3.084	415	3.398	3.773
		4	7days x 24hrs - 4hrs. response	PC403	40M6922	4.898	660	5.397	5.993
		5	5days x 9hrs - 4hrs. response	PC404	40M6923	5.016	675	5.526	6.137
		5	7days x 24hrs - 4hrs. response	PC405	40M6924	7.258	977	7.996	8.880
8488	System x 226		see above						
7974	System x 3400		see above						
7976	System x 3400		see above						
		3	5days x 9hrs - 4hrs. response	PC394	40M6875	7.502	1.010	8.176	9.397
		3	7days x 24hrs - 4hrs. response	PC395	40M6876	13.941	1.870	14.611	18.008

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Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		4	5days x 9hrs - 4hrs. response	PC396	40M6877	11.462	1.540	12.013	14.806
		4	7days x 24hrs - 4hrs. response	PC397	40M6878	17.421	2.340	18.259	22.503
		5	5days x 9hrs - 4hrs. response	PC398	40M6879	16.938	2.280	17.752	21.879
		5	7days x 24hrs - 4hrs. response	PC399	40M6880	22.123	2.970	23.187	28.577
8863	System x 366, 3850		see above						
8864	System x 3850		see above						
8865	System x 260		see above						
8866	System x 3800		see above						
8872	System x 460, 3950		see above						
8874	System x 460, 3950		see above						
8878	System x 3850		see above						
8879	System x 3950		see above						
8877	System x 3755		see above						
		3	5days x 9hrs - 4hrs. response	PC534	10N3281	614	83	645	794
		3	7days x 24hrs - 4hrs. response	PC535	10N3282	752	101	789	973
		4	5days x 9hrs - 4hrs. response	PC536	10N3283	800	108	840	1.035
		4	7days x 24hrs - 4hrs. response	PC537	10N3284	987	133	1.035	1.276
		5	5days x 9hrs - 4hrs. response	PC538	10N3285	987	133	1.035	1.276
		5	7days x 24hrs - 4hrs. response	PC539	10N3286	1.222	164	1.281	1.579
1735	Console Switch		see above						
		3	5days x 9hrs - 4hrs.response	PC628	12X6604	3.157	424	3.441	3.955
		3	7days x 24hrs - 4hrs.response	PC629	12X6605	4.478	601	4.881	5.610
		4	5days x 9hrs - 4hrs.response	PC630	12X6606	4.870	654	5.072	6.105
		4	7days x 24hrs - 4hrs.response	PC631	12X6607	7.826	1.060	8.149	9.809
		5	5days x 9hrs - 4hrs.response	PC632	12X6608	8.057	1.090	8.390	10.099
		5	7days x 24hrs - 4hrs.response	PC633	12X6609	11.527	1.550	12.003	14.447
7979	System x 3650		see above						
		3	5days x 9hrs - 4hrs.response	PC634	12X6610	2.448	329	2.668	3.067
		3	7days x 24hrs - 4hrs.response	PC635	12X6611	3.175	427	3.461	3.978
		4	5days x 9hrs - 4hrs.response	PC636	12X6612	4.054	544	4.222	5.082
		4	7days x 24hrs - 4hrs.response	PC637	12X6613	5.667	761	5.901	7.103
		5	5days x 9hrs - 4hrs.response	PC638	12X6614	5.834	783	6.075	7.312

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Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		5	7days x 24hrs - 4hrs.response	PC639	12X6615	8.166	1.100	8.504	10.236
7978	System x 3550		see above						
8837	System x 336		see above						
		3	5days x 9hrs - 4hrs.response	PC640	12X6679	3.496	470	3.811	4.380
		3	7days x 24hrs - 4hrs.response	PC641	12X6680	4.963	666	5.409	6.217
		4	5days x 9hrs - 4hrs.response	PC642	12X6681	6.361	854	6.624	7.973
		4	7days x 24hrs - 4hrs.response	PC643	12X6682	7.929	1.070	8.256	9.938
		5	5days x 9hrs - 4hrs.response	PC644	12X6683	8.494	1.140	8.845	10.646
		5	7days x 24hrs - 4hrs.response	PC645	12X6684	11.013	1.480	11.468	13.803
7977	System x 3500		see above						
		3	5days x 9hrs - 4hrs.response	PC650	12X6881	1.375	185	1.532	1.724
		3	7days x 24hrs - 4hrs.response	PC651	12X6882	1.972	265	2.198	2.473
		4	5days x 9hrs - 4hrs.response	PC652	12X6883	2.628	353	2.928	3.294
		4	7days x 24hrs - 4hrs.response	PC653	12X6884	3.444	463	3.837	4.317
		5	5days x 9hrs - 4hrs.response	PC654	12X6885	3.816	513	4.252	4.784
		5	7days x 24hrs - 4hrs.response	PC655	12X6886	4.735	636	5.276	5.935
8853	Blade HS21		see above						
7971	Blade LS21		see above						
8843	Blade HS20		see above						
7981	Blade HS20		see above						
		3	3Yrs onsite NBD response	PC686	43X3719	1.531	205	1.594	1.894
		3	5days x 9hrs - 4hrs.response	PC687	43X3720	3.143	420	3.272	3.936
		3	7days x 24hrs - 4hrs.response	PC688	43X3721	4.095	547	4.466	5.128
		4	4Yrs onsite NBD response	PC689	43X3722	2.248	301	2.341	2.816
		4	5days x 9hrs - 4hrs.response	PC690	43X3723	3.774	505	3.928	4.724
		4	7days x 24hrs - 4hrs.response	PC691	43X3724	5.569	745	5.803	6.979
		5	5Yrs onsite NBD response	PC692	43X3725	2.936	393	3.057	3.681
		5	5days x 9hrs - 4hrs.response	PC693	43X3726	4.640	620	4.830	5.816
		5	7days x 24hrs - 4hrs.response	PC694	43X3727	6.946	928	7.230	8.709
7984	System x 3455		see above						
7940	System x 3455		see above						
7948	System x 3450		see above						

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Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		3	3Yrs onsite NBD response	PC695	43X3833	1.032	139	1.147	1.260
		3	5days x 9hrs - 4hrs.response	PC696	43X3834	1.827	246	2.029	2.229
		3	7days x 24hrs - 4hrs.response	PC697	43X3835	2.446	329	2.717	2.984
		4	4Yrs onsite NBD response	PC698	43X3836	1.633	220	1.814	1.992
		4	5days x 9hrs - 4hrs.response	PC699	43X3837	2.772	373	3.078	3.381
		4	7days x 24hrs - 4hrs.response	PC700	43X3838	3.635	489	4.037	4.434
		5	5Yrs onsite NBD response	PC701	43X3841	2.171	292	2.411	2.648
		5	5days x 9hrs - 4hrs.response	PC702	43X3842	3.635	489	4.037	4.434
		5	7days x 24hrs - 4hrs.response	PC703	43X3843	4.718	634	5.239	5.754
4347	xSeries 3105		see above						
		3	3Yrs onsite NBD response	PC711	43X3850	1.533	206	1.703	1.870
		3	5days x 9hrs - 4hrs.response	PC712	43X3851	2.446	329	2.717	2.984
		3	7days x 24hrs - 4hrs.response	PC713	43X3852	3.222	433	3.578	3.930
		4	4Yrs onsite NBD response	PC714	43X3853	2.296	309	2.550	2.801
		4	5days x 9hrs - 4hrs.response	PC715	43X3854	3.567	479	3.961	4.350
		4	7days x 24hrs - 4hrs.response	PC716	43X3855	4.599	618	5.107	5.609
		5	5Yrs onsite NBD response	PC717	43X3856	3.066	412	3.405	3.740
		5	5days x 9hrs - 4hrs.response	PC718	43X3857	4.687	630	5.204	5.716
		5	7days x 24hrs - 4hrs.response	PC719	43X3858	5.951	800	6.608	7.257
4362	System x 3200		see above						
4367	System x 3200		see above						
7327	System x 3200		see above						
		3	5days x 9hrs - 4hrs.response	PC720	43X3859	938	126	977	1.176
		3	7days x 24hrs - 4hrs.response	PC721	43X3860	1.921	258	2.001	2.408
		4	5days x 9hrs - 4hrs.response	PC722	43X3861	2.544	342	2.650	3.189
		4	7days x 24hrs - 4hrs.response	PC723	43X3862	3.829	514	3.988	4.800
		5	5days x 9hrs - 4hrs.response	PC724	43X3863	4.227	568	4.403	5.299
		5	7days x 24hrs - 4hrs.response	PC725	43X3864	5.352	719	5.574	6.708
4363	System x 3200		see above						
4368	System x 3200		see above						
7328	System x 3200		see above						
		3	5days x 9hrs - 4hrs.response	PC726	43X4095	2.724	366	3.035	3.415

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		3	7days x 24hrs - 4hrs.response	PC727	43X4096	3.643	489	4.059	4.566
		4	5days x 9hrs - 4hrs.response	PC728	43X4097	4.722	634	5.262	5.919
		4	7days x 24hrs - 4hrs.response	PC729	43X4098	6.791	912	7.567	8.512
		5	5days x 9hrs - 4hrs.response	PC730	43X4099	7.922	1.070	8.826	9.930
		5	7days x 24hrs - 4hrs.response	PC731	43X4100	9.940	1.340	11.074	12.458
7985	System x 3655		see above						
		3	5days x 9hrs - 4hrs.response	PC739	44J8025	1.351	182	1.473	1.693
		3	7days x 24hrs - 4hrs.response	PC740	44J8026	1.987	267	2.166	2.490
		4	5days x 9hrs - 4hrs.response	PC741	44J8027	2.584	348	2.870	3.152
		4	7days x 24hrs - 4hrs.response	PC742	44J8028	3.291	442	3.655	4.014
		5	5days x 9hrs - 4hrs.response	PC743	44J8029	3.767	506	4.183	4.594
		5	7days x 24hrs - 4hrs.response	PC744	44J8030	4.662	627	5.176	5.685
7995	Blade HS21		see above						
		3	7days x 24hrs - 4hrs. response	PC778	44J8651	10.386	1.400	11.319	13.010
8740	Blade Chassis		see above						
8750	Blade Chassis		see above						
		3	3Yrs onsite NBD response	PC782	44T6174	1.430	192	1.559	1.792
		3	5days x 9hrs - 4hrs.response	PC783	44T6175	2.720	366	2.966	3.408
		3	7days x 24hrs - 4hrs.response	PC784	44T6176	3.042	409	3.316	3.811
		4	4Yrs onsite NBD response	PC785	44T6177	2.145	288	2.338	2.687
		4	5days x 9hrs - 4hrs.response	PC786	44T6178	3.684	495	4.015	4.615
		4	7days x 24hrs - 4hrs.response	PC787	44T6179	4.205	565	4.583	5.268
		5	5Yrs onsite NBD response	PC788	44T6180	2.860	384	3.117	3.583
		5	5days x 9hrs - 4hrs.response	PC789	44T6181	4.587	616	4.999	5.746
		5	7days x 24hrs - 4hrs.response	PC790	44T6182	5.520	741	6.016	6.915
7996	Blade Centre		see above						
8014	Blade HS12		see above						
		3	5days x 9hrs - 4hrs.response	PC812	46D4063	5.466	734	5.689	6.759
		3	7days x 24hrs - 4hrs.response	PC813	46D4064	8.713	1.170	9.068	10.773
		4	5days x 9hrs - 4hrs.response	PC814	46D4065	11.329	1.520	11.790	14.007
		4	7days x 24hrs - 4hrs.response	PC815	46D4066	15.206	2.040	15.826	18.801
		5	5days x 9hrs - 4hrs.response	PC816	46D4067	17.816	2.390	18.542	22.028

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		5	7days x 24hrs - 4hrs.response	PC817	46D4068	22.130	2.970	23.031	27.361
7141	System x 3850		see above						
7141	System x 3950		see above						
		3	3Yrs onsite NBD response	PC850	51J8865	1.491	200	1.604	1.860
		3	5days x 9hrs - 4hrs.response	PC851	51J8866	2.170	292	2.335	2.706
		3	7days x 24hrs - 4hrs.response	PC852	51J8867	2.496	335	2.685	3.113
		4	4Yrs onsite NBD response	PC853	51J8868	2.165	291	2.329	2.700
		4	5days x 9hrs - 4hrs.response	PC854	51J8869	3.038	408	3.267	3.787
		4	7days x 24hrs - 4hrs.response	PC855	51J8870	3.562	478	3.831	4.442
		5	5Yrs onsite NBD response	PC856	51J8871	2.888	388	3.107	3.602
		5	5days x 9hrs - 4hrs.response	PC857	51J8872	3.905	524	4.199	4.868
		5	7days x 24hrs - 4hrs.response	PC858	51J8873	4.546	610	4.888	5.667
4192	System x 3350		see above						
4190	System x 3250		see above						
4364	System x 3250		see above						
8485	System x 206M		see above						
8849	System x 306M		see above						
4251	System x 3250		see above						
		3	5days x 9hrs - 4hrs.response	PC844	51J8859	867	117	933	1.082
		3	7days x 24hrs - 4hrs.response	PC845	51J8860	1.358	183	1.461	1.694
		4	5days x 9hrs - 4hrs.response	PC846	51J8861	2.170	292	2.335	2.706
		4	7days x 24hrs - 4hrs.response	PC847	51J8862	2.955	397	3.178	3.684
		5	5days x 9hrs - 4hrs.response	PC848	51J8863	3.568	479	3.837	4.448
		5	7days x 24hrs - 4hrs.response	PC849	51J8864	4.452	597	4.787	5.550
4193	System x 3350		see above						
7941	System x 3455		see above						
		3	5days x 9hrs - 4hrs.response	PC859	51J8874	557	75	600	696
		3	7days x 24hrs - 4hrs.response	PC860	51J8875	983	132	1.058	1.226
		4	5days x 9hrs - 4hrs.response	PC861	51J8876	1.403	189	1.509	1.749
		4	7days x 24hrs - 4hrs.response	PC862	51J8877	1.916	258	2.061	2.390
		5	5days x 9hrs - 4hrs.response	PC863	51J8878	2.242	301	2.412	2.796
		5	7days x 24hrs - 4hrs.response	PC864	51J8879	2.988	401	3.213	3.725

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4194	System x 3250		see above						
4365	System x 3250		see above						
8490	System x 206M		see above						
8491	System x 306M		see above						
4252	System x 3250		see above						
		3	5days x 9hrs - 4hrs.response	PC892	51J8898	1.038	140	1.117	1.295
		3	7days x 24hrs - 4hrs.response	PC893	51J8899	1.524	205	1.640	1.901
		4	5days x 9hrs - 4hrs.response	PC894	51J8900	2.645	355	2.845	3.299
		4	7days x 24hrs - 4hrs.response	PC895	51J8901	3.187	428	3.427	3.973
		5	5days x 9hrs - 4hrs.response	PC896	51J8902	3.711	498	3.992	4.627
		5	7days x 24hrs - 4hrs.response	PC897	51J8903	4.744	637	5.102	5.915
8028	Blade HS12		see above						
		3	5days x 9hrs - 4hrs.response	PC908	51J8904	5.799	777	6.235	7.314
		3	7days x 24hrs - 4hrs.response	PC909	51J8905	9.133	1.230	9.819	11.519
		4	5days x 9hrs - 4hrs.response	PC910	51J8906	12.064	1.620	12.969	15.214
		4	7days x 24hrs - 4hrs.response	PC911	51J8907	16.344	2.190	17.570	20.612
		5	5days x 9hrs - 4hrs.response	PC912	51J8908	18.104	2.430	19.461	22.830
		5	7days x 24hrs - 4hrs.response	PC913	51J8909	23.203	3.110	24.942	29.260
7163	System x 3755		see above						
		3	5days x 9hrs - 4hrs.response	PC928	51J8833	1.795	241	1.930	2.264
		3	7days x 24hrs - 4hrs.response	PC929	51J8834	4.751	637	5.108	5.992
		4	5days x 9hrs - 4hrs.response	PC930	51J8835	4.577	613	4.921	5.772
		4	7days x 24hrs - 4hrs.response	PC931	51J8836	7.978	1.070	8.576	10.061
		5	5days x 9hrs - 4hrs.response	PC932	51J8837	6.638	889	7.136	8.371
		5	7days x 24hrs - 4hrs.response	PC933	51J8838	10.514	1.410	11.303	13.260
7902	Blade LS42		see above						
7972	Blade LS41		see above						
		3	5days x 9hrs - 4hrs.response	PC937	54Y4716	2.217	298	2.392	2.793
		3	7days x 24hrs - 4hrs.response	PC938	54Y4717	5.535	742	5.970	6.972
		4	5days x 9hrs - 4hrs.response	PC939	54Y4718	5.855	785	6.316	7.376
		4	7days x 24hrs - 4hrs.response	PC940	54Y4719	9.770	1.310	10.538	12.307
		5	5days x 9hrs - 4hrs.response	PC941	54Y4720	9.660	1.300	10.419	12.168

1st Level System x Servers

Up to 5 years on-site service which include IBM keyboard, Mouse, and IBM internal installed options, except where stated otherwise
Monitors and Flat panels are not covered in these offerings
The 4 hour response are target measures, starting after the PD (Problem Determination) has ended

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		5	7days x 24hrs - 4hrs.response	PC942	54Y4721	14.609	1.960	15.756	18.401
3020	Blade PN41		see above						
		3	5days x 9hrs - 4hrs.response	PC943	54Y4722	5.499	738	5.921	6.998
		3	7days x 24hrs - 4hrs.response	PC944	54Y4723	11.800	1.590	12.705	15.018
		4	5days x 9hrs - 4hrs.response	PC945	54Y4724	13.543	1.820	14.582	17.236
		4	7days x 24hrs - 4hrs.response	PC946	54Y4725	21.359	2.870	22.996	27.182
		5	5days x 9hrs - 4hrs.response	PC947	54Y4726	21.187	2.850	22.811	26.963
		5	7days x 24hrs - 4hrs.response	PC948	54Y4727	29.421	3.950	31.676	37.441
7233	System x 3950		see above						
		3	NB ! 3 Year in 2nd level section						
		4	7days x 24hrs - 4hrs.response	PC1003	65Y0068	10.079	1.360	11.746	13.500
		5	7days x 24hrs - 4hrs.response	PC1004	65Y0069	13.885	1.870	16.181	18.597
8677	Blade Chassis		see above						
		3	7days x 24hrs - 4hrs.response	PC615	42V0923	8.958	1.200	9.774	11.212
		4	7days x 24hrs - 4hrs.response	PC1005	65Y0070	12.103	1.630	14.105	16.211
		5	7days x 24hrs - 4hrs.response	PC1006	65Y0071	16.669	2.240	19.426	22.327
8852	Blade Chassis		see above						
		3	7days x 24hrs - 4hrs.response	PC811	46D4062	10.926	1.470	12.733	14.634
		4	7days x 24hrs - 4hrs.response	PC1007	65Y0072	22.095	2.970	25.749	29.593
		5	7days x 24hrs - 4hrs.response	PC1008	65Y0073	30.436	4.090	35.469	40.765
8886	Blade Chassis		see above						
		3	5days x 9hrs - 4hrs.response	PC1068	65Y5214	2.532	340	3.007	3.786
		3	7days x 24hrs - 4hrs.response	PC1069	65Y5215	3.409	458	4.047	5.095
		4	5days x 9hrs - 4hrs.response	PC1070	65Y5216	3.831	515	4.548	5.726
		4	7days x 24hrs - 4hrs.response	PC1071	65Y5217	5.795	778	6.878	8.661
		5	5days x 9hrs - 4hrs.response	PC1072	65Y5218	6.019	808	7.144	8.995
		5	7days x 24hrs - 4hrs.response	PC1073	65Y5219	7.982	1.080	9.475	11.930
7946	System x 3550		see above						
		3	5days x 9hrs - 4hrs.response	PC1074	65Y5220	2.935	395	3.485	4.388
		3	7days x 24hrs - 4hrs.response	PC1075	65Y5221	4.675	628	5.550	6.988
		4	5days x 9hrs - 4hrs.response	PC1076	65Y5222	5.136	690	6.096	7.676
		4	7days x 24hrs - 4hrs.response	PC1077	65Y5223	7.771	1.050	9.224	11.614

1st Level System x Servers

Up to 5 years on-site service which include IBM keyboard, Mouse, and IBM internal installed options, except where stated otherwise
Monitors and Flat panels are not covered in these offerings
The 4 hour response are target measures, starting after the PD (Problem Determination) has ended

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		5	5days x 9hrs - 4hrs.response	PC1078	65Y5224	8.065	1.090	9.573	12.054
		5	7days x 24hrs - 4hrs.response	PC1079	65Y5225	11.532	1.550	13.688	17.235
7947	System x 3650		see above						
		3	5days x 9hrs - 4hrs.response	PC1080	65Y5227	1.752	236	2.081	2.620
		3	7days x 24hrs - 4hrs.response	PC1081	65Y5228	2.955	397	3.508	4.417
		4	5days x 9hrs - 4hrs.response	PC1082	65Y5229	3.479	467	4.130	5.200
		4	7days x 24hrs - 4hrs.response	PC1083	65Y5230	5.270	708	6.256	7.877
		5	5days x 9hrs - 4hrs.response	PC1084	65Y5231	5.468	734	6.491	8.173
		5	7days x 24hrs - 4hrs.response	PC1085	65Y5226	7.259	975	8.617	10.850
7870	Blade HS22		see above						
7901	Blade LS22		see above						
		3	3Yrs onsite NBD response	PC1126	68Y5322	2.957	398	3.538	4.340
		3	5days x 9hrs - 4hrs.response	PC1127	68Y5323	5.636	757	6.743	8.270
		3	7days x 24hrs - 4hrs.response	PC1128	68Y5324	7.703	1.040	9.215	11.302
		4	5days x 9hrs - 4hrs.response	PC1129	68Y5325	9.521	1.280	11.390	13.970
		4	7days x 24hrs - 4hrs.response	PC1130	68Y5326	13.449	1.810	16.088	19.732
		5	5days x 9hrs - 4hrs.response	PC1131	68Y5327	10.279	1.390	12.296	15.081
		5	7days x 24hrs - 4hrs.response	PC1132	68Y5328	14.243	1.920	17.037	20.897
7836	System x 3400		see above						
		3	5days x 9hrs - 4hrs.response	PC1133	68Y5329	1.460	197	1.748	2.143
		3	7days x 24hrs - 4hrs.response	PC1134	68Y5330	3.782	508	4.524	5.549
		4	5days x 9hrs - 4hrs.response	PC1135	68Y5331	4.012	539	4.800	5.887
		4	7days x 24hrs - 4hrs.response	PC1136	68Y5332	7.085	952	8.475	10.395
		5	5days x 9hrs - 4hrs.response	PC1137	68Y5333	6.515	875	7.794	9.559
		5	7days x 24hrs - 4hrs.response	PC1138	68Y5334	9.758	1.320	11.673	14.317
7837	System x 3400		see above						
		3	5days x 9hrs - 4hrs.response	PC1139	68Y5335	2.866	385	3.430	4.206
		3	7days x 24hrs - 4hrs.response	PC1140	68Y5336	7.590	1.020	8.965	11.362
		4	5days x 9hrs - 4hrs.response	PC1141	68Y5337	7.636	1.030	9.135	11.204
		4	7days x 24hrs - 4hrs.response	PC1142	68Y5338	13.073	1.760	15.638	19.181
		5	5days x 9hrs - 4hrs.response	PC1143	68Y5339	12.825	1.730	15.341	18.816
		5	7days x 24hrs - 4hrs.response	PC1144	68Y5340	18.631	2.510	22.286	27.335

1st Level System x Servers

Up to 5 years on-site service which include IBM keyboard, Mouse, and IBM internal installed options, except where stated otherwise

Monitors and Flat panels are not covered in these offerings

The 4 hour response are target measures, starting after the PD (Problem Determination) has ended

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
7839	System x 3500		see above						

2nd Level System x Servers

Up to 5 years on-site service which include IBM keyboard, Mouse, and IBM internal installed options, except where stated otherwise.
Monitors and Flat panels are not covered in these offerings
The 4 hour response are target measures, starting after the PD (Problem Determination) has ended

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		3	7days x 24hrs - 4hrs.response	PC139	61P7613	7.614	1.030	8.612	9.272
8677	Blade Chassis		see above						
		NB!!	4 + 5 Year in 1st level section						

System x Committed Service w/ 8Hours FixTime

IBM Onsite Repair, 7 days a week by 24 hours, with a commitment to fix the reported problem within 8 hours.
The 8 hour Fix Time (FXT) is the period of time between the customer's service request registration in IBM's Call Management System and restoration of the failing machine to operational readiness.
For the commitment to be met it's essential that the registration of the ServicePac is carried out and fully completed. In case registration is not completed, the Customer cannot expect to receive committed service and will loose the right to claim penalty for fix time not being met.
<u>This service is available in restricted geographies only, where the following applies:</u>
This service is available within 50Km of Århus and Copenhagen only
This service is available within 120Km of Helsinki, Turku, Tampere and Oulu only
This service is available within 50Km of Oslo only
This service is available within 100Km of Stockholm, Malmö and Göteborg only

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		3	7days x 24hrs Onsite 8hrs FIX	PC1101	68Y4926	2.668	359	3.326	4.056
4194	x3250		see above						
4365	x3250		see above						
4252	x3250		see above						
		3	7days x 24hrs Onsite 8hrs FIX	PC1102	68Y4927	3.747	504	4.671	5.697
4368	x3200		see above						
7328	x3200		see above						
		3	7days x 24hrs Onsite 8hrs FIX	PC1103	68Y4928	4.250	572	5.299	6.463
4347	x3105		see above						
4363	x3200		see above						
4364	x3200		see above						
7941	x3455		see above						
7974	x3400		see above						
		3	7days x 24hrs Onsite 8hrs FIX	PC1104	68Y4929	4.390	591	5.473	6.675
4193	x3350		see above						
7978	x3550		see above						
		3	7days x 24hrs Onsite 8hrs FIX	PC1105	68Y4930	4.894	658	6.101	7.441
4190	x3250		see above						
4362	x3200		see above						
4367	x3200		see above						
7940	x3455		see above						
7976	x3400		see above						
4251	x3250		see above						
7327	x3200		see above						
7946	x3550		ann 10 November						

System x Committed Service w/ 8Hours FixTime

IBM Onsite Repair, 7 days a week by 24 hours, with a commitment to fix the reported problem within 8 hours.
The 8 hour Fix Time (FXT) is the period of time between the customer's service request registration in IBM's Call Management System and restoration of the failing machine to operational readiness.
For the commitment to be met it's essential that the registration of the ServicePac is carried out and fully completed. In case registration is not completed, the Customer cannot expect to receive committed service and will loose the right to claim penalty for fix time not being met.

		3	7days x 24hrs Onsite 8hrs FIX	PC1106	68Y4931	6.907	929	8.610	10.502
4192	x3350		see above						
7946	x3550		ann 10 November into PC1105						
7973	x3400		see above						
7975	x3400		see above						
7984	x3455		see above						
7985	x3655		see above						
		3	7days x 24hrs Onsite 8hrs FIX	PC1107	68Y4932	7.047	948	8.785	10.714
7979	x3650		see above						
		3	7days x 24hrs Onsite 8hrs FIX	PC1108	68Y4933	8.110	1.090	10.109	12.330
7837	x3400		see above						
7947	x3650		ann 10 November						
		3	7days x 24hrs Onsite 8hrs FIX	PC1109	68Y4934	8.669	1.170	10.806	13.180
7947	x3650		ann 10 November into PC1108						
7977	x3500		see above						
		3	7days x 24hrs Onsite 8hrs FIX	PC1110	68Y4935	10.067	1.360	12.549	15.306
7943	x3655		see above						
		3	7days x 24hrs Onsite 8hrs FIX	PC1111	68Y4936	13.144	1.770	16.384	19.982
7836	x3400		see above						
7948	x3450		see above						
		3	7days x 24hrs Onsite 8hrs FIX	PC1112	68Y4937	17.059	2.300	21.264	25.934
7839	x3500		see above						
8863	x3850/x366		see above						
8864	x3850		see above						
8865	x3800/x260		see above						
8877	x3755		see above						
8878	x3950		see above						
8879	x3950		see above						
8874	x3950/x460		see above						
		3	7days x 24hrs Onsite 8hrs FIX	PC1113	68Y4938	19.856	2.670	24.750	30.186
8866	x3800		see above						
7141	x3850		see above						

System x Committed Service w/ 8Hours FixTime

IBM Onsite Repair, 7 days a week by 24 hours, with a commitment to fix the reported problem within 8 hours.
The 8 hour Fix Time (FXT) is the period of time between the customer's service request registration in IBM's Call Management System and restoration of the failing machine to operational readiness.
For the commitment to be met it's essential that the registration of the ServicePac is carried out and fully completed. In case registration is not completed, the Customer cannot expect to receive committed service and will loose the right to claim penalty for fix time not being met.

7163	x3755		see above						
8872	x3950/x460		see above						
		3	7days x 24hrs Onsite 8hrs FIX	PC1114	68Y4939	29.057	3.910	36.218	44.173
7233	x3950		see above						

1st Level System x Storage Options

Up to 5 years of On-Site repair Service with a NBD or 4 hour On-Site Response target. Coverage only valid if registration of the ServicePac is carried out.The offering is valid from the purchase date of the ServicePac and runs concurrently with the Machine warranty period.
Further details can be found in PLET ZS05-0191on www.ibm.com/common/ssi
The 4 hour response are target measures, starting after the PD (Problem Determination) has ended

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		3	5days x 9hrs - 4hrs. response	PC534	10N3281	614	83	645	794
		3	7days x 24hrs - 4hrs. response	PC535	10N3282	752	101	789	973
		4	5days x 9hrs - 4hrs. response	PC536	10N3283	800	108	840	1.035
		4	7days x 24hrs - 4hrs. response	PC537	10N3284	987	133	1.035	1.276
		5	5days x 9hrs - 4hrs. response	PC538	10N3285	987	133	1.035	1.276
		5	7days x 24hrs - 4hrs. response	PC539	10N3286	1.222	164	1.281	1.579
1735	Console Switch		see above						
		3	5days x 9hrs - 4hrs.response	PC791	46D3473	2.169	292	2.365	2.718
		3	7days x 24hrs - 4hrs.response	PC792	46D3474	4.102	551	4.471	5.139
		4	5days x 9hrs - 4hrs.response	PC793	46D3475	4.750	638	5.178	5.951
		4	7days x 24hrs - 4hrs.response	PC794	46D3476	7.338	985	7.997	9.192
		5	5days x 9hrs - 4hrs.response	PC795	46D3477	7.023	943	7.654	8.798
		5	7days x 24hrs - 4hrs.response	PC796	46D3478	10.113	1.360	11.022	12.669
8765	LTO		see above						
		3	5days x 9hrs - NBD response	PC365	38R3933	8.114	1.100	9.177	9.881
		3	5days x 9hrs - 4hrs.response	PC366	38R3885	13.183	1.780	14.911	16.054
		3	7days x 24hrs - 4hrs.response	PC367	38R3886	17.945	2.420	20.296	21.853
		4	5days x 9hrs - NBD response	PC368	38R3934	14.113	1.900	15.962	17.186
		4	5days x 9hrs - 4hrs.response	PC369	38R3887	19.355	2.610	21.891	23.570
		4	7days x 24hrs - 4hrs.response	PC370	38R3888	25.002	3.370	28.277	30.445
		5	5days x 9hrs - NBD response	PC371	38R3935	18.817	2.540	21.282	22.914
		5	5days x 9hrs - 4hrs.response	PC372	38R3889	25.002	3.370	28.277	30.445
		5	7days x 24hrs - 4hrs.response	PC373	38R3890	32.058	4.320	36.257	39.038
1700	DS400		see above						

2nd Level System x Storage Options

ServicePac with 3 to 5 years coverage for Expansion units for System x Servers from PCD System x Options

The 4 hour response are target measures, starting after the PD (Problem Determination) has ended

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		3	5days x 9hrs - 4hrs.response	PC221	14R1477	3.609	485	3.861	4.337
		3	7days x 24hrs - 4hrs.response	PC222	14R1479	7.614	1.030	8.145	9.151
1733	EXP 400		see above						

IBM Storage Products for System x

Storage Expansion units from IBM Storage System Division (SSD)

The 4 hour response are target measures, starting after the PD (Problem Determination) has ended

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		3	5days x 9hrs - 4hrs.response	SD502	44J8019	3.035	408	3.370	3.701
		3	7days x 24hrs - 4hrs.response	SD503	44J8020	7.284	979	8.087	8.883
		4	5days x 9hrs - 4hrs.response	SD504	44J8021	8.705	1.170	9.664	10.615
		4	7days x 24hrs - 4hrs.response	SD505	44J8022	14.368	1.930	15.952	17.521
		5	5days x 9hrs - 4hrs.response	SD506	44J8023	14.368	1.930	15.952	17.521
		5	7days x 24hrs - 4hrs.response	SD507	44J8024	21.452	2.890	23.817	26.159
1726	DS3200 / 3300 / 3400		see above						
		3	5days x 9hrs - 4hrs.response	SD508	43X3844	1.876	252	1.954	2.352
		3	7days x 24hrs - 4hrs.response	SD509	43X3845	4.093	550	4.262	5.130
		4	5days x 9hrs - 4hrs.response	SD510	43X3846	4.831	649	5.032	6.056
		4	7days x 24hrs - 4hrs.response	SD511	43X3847	7.781	1.050	8.102	9.752
		5	5days x 9hrs - 4hrs.response	SD512	43X3848	7.781	1.050	8.102	9.752
		5	7days x 24hrs - 4hrs.response	SD513	43X3849	11.475	1.540	11.949	14.383
1727	EXP 3000		see above						
		3	5days x 9hrs - 4hrs.response	SD18	14R1497	9.909	1.340	10.916	12.122
		3	7days x 24hrs - 4hrs.response	SD19	14R1499	15.291	2.060	16.356	18.375
1710	DS4000, EXP100		see above						
SAP	10J, 10X		see above						
		3	5days x 9hrs - 4hrs.response	SD360	44J8535	9.907	1.340	10.916	12.122
		3	7days x 24hrs - 4hrs.response	SD361	44J8536	15.289	2.070	16.358	18.376
1710	DS4000, EXP100		see above						
SOF	10U		see above						
		3	5days x 9hrs - 4hrs.response	SD16	14R1489	14.149	1.900	15.135	17.003
		3	7days x 24hrs - 4hrs.response	SD17	14R1491	19.652	2.640	21.020	23.616
1722	DS4300, FaStT600		see above						
SAP	60J, 60K, 60L, 60X, 6LJ, 6LX		see above						
		3	5days x 9hrs - 4hrs.response	SD362	44J8537	14.149	1.900	15.136	17.003
		3	7days x 24hrs - 4hrs.response	SD363	44J8538	19.652	2.640	21.020	23.614
1722	DS4300, FaStT600		see above						
SOF	6LU, 60U		see above						
		3	5days x 9hrs - 4hrs.response	SD61	40M6847	5.295	713	5.833	6.478
		3	7days x 24hrs - 4hrs.response	SD62	40M6848	5.827	785	6.420	7.130

IBM Storage Products for System x

Storage Expansion units from IBM Storage System Division (SSD)

The 4 hour response are target measures, starting after the PD (Problem Determination) has ended

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
1740	DS4000, EXP700/710		see above						
SAP	1RX, 71J		see above						
		3	5days x 9hrs - 4hrs.response	SD367	44J8542	5.296	713	5.831	6.475
		3	7days x 24hrs - 4hrs.response	SD368	44J8543	5.829	786	6.419	7.128
1740	DS4000, EXP700/710		see above						
SOF	1RU, 710		see above						
		3	5days x 9hrs - 4hrs.response	SD64	40M7613	12.819	1.730	14.122	15.683
		3	7days x 24hrs - 4hrs.response	SD66	40M7615	17.805	2.400	19.614	21.782
1742	DS4400, DS4500, FaStT700/900		see above						
SAP	all mdls		see above						
		4	5days x 9hrs - 4hrs.response	SD48	39K3025	27.095	3.650	29.847	33.146
		4	7days x 24hrs - 4hrs.response	SD49	39K3026	38.472	5.180	42.379	47.063
1750	DS6800		see above						
SOF	511		see above						
		4	5days x 9hrs - 4hrs.response	SD50	39K3029	13.823	1.860	15.227	16.910
		4	7days x 24hrs - 4hrs.response	SD51	39K3030	19.626	2.650	21.619	24.009
1750	DS6000		see above						
SOF	EX1		see above						
		3	5days x 9hrs - SBD response	SD249	42V1248	4.842	649	5.283	6.061
		3	7days x 24hrs - 4hrs.response	SD250	42V1249	7.364	987	8.035	9.217
1812	EXP810		see above						
SOF	81A, 81S		see above						
		3	5days x 9hrs - SBD response	SD251	42V1250	4.842	649	5.283	6.061
		3	7days x 24hrs - 4hrs.response	SD252	42V1251	7.364	987	8.035	9.217
1812	EXP810		see above						
SAP	81H		see above						
		3	5days x 9hrs - 4hrs.response	SD346	43X3560	4.163	559	4.336	5.219
		3	7days x 24hrs - 4hrs.response	SD347	43X3561	6.335	851	6.597	7.941
1812	EXP420		see above						
SAP	8VH		see above						
		3	5days x 9hrs - SBD response	SD369	44J8544	4.841	649	5.283	6.065
		3	7days x 24hrs - 4hrs.response	SD370	44J8545	7.362	987	8.037	9.215

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The 4 hour response are target measures, starting after the PD (Problem Determination) has ended

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
1812	EXP810		see above						
SOF	81T		see above						
		3	5days x 9hrs - 4hrs.response	SD338	43X3552	13.480	1.810	14.037	16.895
		3	7days x 24hrs - 4hrs.response	SD339	43X3553	14.830	1.990	15.442	18.586
1814	DS4200		see above						
SAP	7VH		see above						
		3	5days x 9hrs - 4hrs.response	SD272	12X6616	14.977	2.010	15.596	18.772
		3	7days x 24hrs - 4hrs.response	SD273	12X6617	16.474	2.220	17.154	20.648
1814	DS4700		see above						
SOF	70A, 70S		see above						
		3	5days x 9hrs - 4hrs.response	SD274	12X6618	18.621	2.500	19.389	23.338
		3	7days x 24hrs - 4hrs.response	SD275	12X6619	20.484	2.750	21.329	25.673
1814	DS4700, DS5020		see above						
SOF	72A, 72S, 20A		see above						
		3	5days x 9hrs - 4hrs.response	SD276	12X6620	14.977	2.010	15.596	18.772
		3	7days x 24hrs - 4hrs.response	SD277	12X6621	16.474	2.220	17.154	20.648
1814	DS4700, EXP810		see above						
SAP	70H		see above						
		3	5days x 9hrs - 4hrs.response	SD278	12X6622	18.621	2.500	19.389	23.338
		3	7days x 24hrs - 4hrs.response	SD279	12X6623	20.484	2.750	21.329	25.673
1814	DS4700		see above						
SAP	72H		see above						
		3	5days x 9hrs - 4hrs.response	SD371	44J8546	14.974	2.010	15.598	18.771
		3	7days x 24hrs - 4hrs.response	SD372	44J8547	16.476	2.230	17.157	20.646
1814	DS4700		see above						
SOF	70T		see above						
		3	5days x 9hrs - 4hrs.response	SD373	44J8548	18.622	2.500	19.389	23.340
		3	7days x 24hrs - 4hrs.response	SD374	44J8549	20.482	2.760	21.330	25.678
1814	DS4700		see above						
SOF	72T		see above						
		3	5days x 9hrs - 4hrs.response	SD249	42V1248	4.842	649	5.283	6.061
		3	7days x 24hrs - 4hrs.response	SD250	42V1249	7.364	987	8.035	9.217

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Storage Expansion units from IBM Storage System Division (SSD)

The 4 hour response are target measures, starting after the PD (Problem Determination) has ended

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
1814	DS4700		see above						
SOF	52A		see above						
		3	5days x 9hrs - 4hrs.response	SD67	41E8669	9.689	1.300	10.504	11.956
		3	7days x 24hrs - 4hrs.response	SD68	41E8670	12.169	1.630	13.192	15.015
1815	DS4800		see above						
SAP	82H, 80H		see above						
		3	5days x 9hrs - 4hrs.response	SD375	44J8550	9.689	1.300	10.507	11.955
		3	7days x 24hrs - 4hrs.response	SD376	44J8551	12.168	1.640	13.194	15.014
1815	DS4800		see above						
SOF	82A, 80A		see above						
		3	5days x 9hrs - 4hrs.response	SD69	41E8671	10.987	1.470	11.910	13.556
		3	7days x 24hrs - 4hrs.response	SD70	41E8672	13.793	1.850	14.952	17.018
1815	DS4800		see above						
SAP	84H		see above						
		3	5days x 9hrs - 4hrs.response	SD377	44J8552	10.986	1.470	11.913	13.557
		3	7days x 24hrs - 4hrs.response	SD378	44J8553	13.792	1.860	14.951	17.018
1815	DS4800		see above						
SOF	84A		see above						
		3	5days x 9hrs - 4hrs.response	SD209	41W9131	18.447	2.480	19.106	23.103
		3	7days x 24hrs - 4hrs.response	SD210	41W9132	23.162	3.110	23.990	29.009
1815	DS4800		see above						
SOF	88A		see above						
		3	5days x 9hrs - 4hrs.response	SD211	41W9133	18.447	2.480	19.106	23.103
		3	7days x 24hrs - 4hrs.response	SD212	41W9134	23.162	3.110	23.990	29.009
1815	DS4800		see above						
SAP	88H		see above						
		3	7days x 24hrs - 4hrs.response	SD834	71Y2366	83.244	11.180	97.090	118.202
1818	DS5000		see above						
SOF	51A		see above						
		3	7days x 24hrs - 4hrs.response	SD835	71Y2369	86.696	11.650	102.707	123.354
1818	DS5000		see above						
SOF	53A		see above						

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Storage Expansion units from IBM Storage System Division (SSD)

The 4 hour response are target measures, starting after the PD (Problem Determination) has ended

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		3	7days x 24hrs - 4hrs.response	SD836	71Y2370	22.373	3.010	26.505	31.834
1818	DS5000		see above						
SOF	D1A		see above						
		3	5days x 9hrs - 4hrs.response	SD71	41E8677	24.673	3.320	25.691	30.923
		3	7days x 24hrs - 4hrs.response	SD72	41E8678	32.384	4.350	33.720	40.587
2005	SAN Switch		see above						
SAP	32B		see above						
		3	5days x 9hrs - 4hrs.response	SD379	44J8554	24.675	3.330	25.688	30.923
		3	7days x 24hrs - 4hrs.response	SD380	44J8555	32.384	4.360	33.718	40.585
2005	SAN Switch		see above						
SOF	B32		see above						
		3	5days x 9hrs - 4hrs.response	SD217	41W9787	5.582	748	6.090	6.987
		3	7days x 24hrs - 4hrs.response	SD218	41W9788	6.624	888	7.228	8.291
2005	SAN Switch		see above						
SOF	B16		see above						
		3	5days x 9hrs - 4hrs.response	SD223	10N3035	5.582	748	6.090	6.987
		3	7days x 24hrs - 4hrs.response	SD224	10N3036	6.624	888	7.228	8.291
2005	SAN Switch		see above						
SAP	16B		see above						
		3	5days x 9hrs - 4hrs.response	SD264	42V1876	37.781	5.070	39.339	47.351
		3	7days x 24hrs - 4hrs.response	SD265	42V1877	43.449	5.830	45.240	54.454
2005	SAN Switch		see above						
SOF	B64		see above						
		3	5days x 9hrs - 4hrs.response	SD266	42V1878	37.781	5.070	39.339	47.351
		3	7days x 24hrs - 4hrs.response	SD267	42V1879	43.449	5.830	45.240	54.454
2005	SAN Switch		see above						
SAP	64B		see above						
		3	5days x 9hrs - 4hrs.response	SD268	42V1880	51.506	6.920	53.630	64.552
		3	7days x 24hrs - 4hrs.response	SD269	12X6600	59.230	7.950	61.672	74.231
2005	SAN Switch		see above						
SOF	R18		see above						
		3	5days x 9hrs - 4hrs.response	SD270	12X6601	51.506	6.920	53.630	64.552

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The 4 hour response are target measures, starting after the PD (Problem Determination) has ended

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		3	7days x 24hrs - 4hrs.response	SD271	12X6602	59.230	7.950	61.672	74.231
2005	SAN Switch		see above						
SAP	18R		see above						
		3	5days x 9hrs - 4hrs.response	SD480	44T5896	19.609	2.640	21.370	24.562
		3	7days x 24hrs - 4hrs.response	SD481	44T5897	22.251	2.990	24.249	27.872
2005	SAN Switch		see above						
SAP	5KB		see above						
		3	5days x 9hrs - 4hrs.response	SD482	44T5898	19.609	2.640	21.370	24.562
		3	7days x 24hrs - 4hrs.response	SD483	44T5899	22.251	2.990	24.249	27.872
2005	SAN Switch		see above						
SOF	B5K		see above						
		3	5days x 9hrs - 4hrs.response	SD635	51J8757	54.977	7.370	59.098	69.328
		3	7days x 24hrs - 4hrs.response	SD636	51J8758	69.824	9.360	75.056	88.050
2005	SAN Switch		see above						
SOF	R04		see above						
		3	5days x 9hrs - 4hrs.response	SD213	41W9783	19.494	2.330	21.290	22.059
		3	7days x 24hrs - 4hrs.response	SD214	41W9784	21.834	2.610	23.846	24.708
2026	San Switch		see above						
SOF	416		see above						
		3	5days x 9hrs - 4hrs.response	SD215	41W9785	24.776	2.960	27.058	28.036
		3	7days x 24hrs - 4hrs.response	SD216	41W9786	28.211	3.370	30.810	31.924
2026	San Switch		see above						
SOF	432		see above						
		3	5days x 9hrs - 4hrs.response	SD219	10N3031	19.494	2.330	21.290	22.059
		3	7days x 24hrs - 4hrs.response	SD220	10N3032	21.834	2.610	23.846	24.708
2026	San Switch		see above						
SAP	16E		see above						
		3	5days x 9hrs - 4hrs.response	SD221	10N3033	24.776	2.960	27.058	28.036
		3	7days x 24hrs - 4hrs.response	SD222	10N3034	28.211	3.370	30.810	31.924
2026	San Switch		see above						
SAP	32E		see above						
		3	5days x 9hrs - 4hrs.response	SD637	51J8759	6.443	863	6.927	8.126

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The 4 hour response are target measures, starting after the PD (Problem Determination) has ended

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		3	7days x 24hrs - 4hrs.response	SD638	51J8760	8.474	1.140	9.110	10.687
2417	SAN Switch		see above						
SOF	C24		see above						
		3	5days x 9hrs - 4hrs.response	SD639	51J8761	6.443	863	6.927	8.126
		3	7days x 24hrs - 4hrs.response	SD640	51J8762	8.474	1.140	9.110	10.687
2417	SAN Switch		see above						
SAP	24C		see above						
		3	5days x 9hrs - 4hrs.response	SD641	51J8763	5.917	793	6.361	7.462
		3	7days x 24hrs - 4hrs.response	SD642	51J8764	7.456	999	8.016	9.403
2498	SAN Switch		see above						
SOF	24E, B24		see above						
		3	5days x 9hrs - 4hrs.response	SD643	51J8765	11.834	1.590	12.721	14.924
		3	7days x 24hrs - 4hrs.response	SD644	51J8766	14.913	2.000	16.031	18.806
2498	SAN Switch		see above						
SAP	40E, B40		see above						
		3	5days x 9hrs - 4hrs.response	SD820	65Y0625	18.589	2.500	23.824	27.340
		3	7days x 24hrs - 4hrs.response	SD822	65Y0627	20.655	2.780	26.472	30.379
2858	N6040		see above						
SOF	A10		see above						
		3	5days x 9hrs - 4hrs.response	SD821	65Y0626	25.824	3.470	33.096	37.980
		3	7days x 24hrs - 4hrs.response	SD823	65Y0628	30.986	4.170	39.712	45.572
2858	N6040		see above						
SOF	A20		see above						
		3	5days x 9hrs - 4hrs.response	SD824	65Y0629	34.424	4.630	44.118	50.628
		3	7days x 24hrs - 4hrs.response	SD826	65Y0631	41.305	5.550	52.937	60.748
2858	N6070		see above						
SOF	A11		see above						
		3	5days x 9hrs - 4hrs.response	SD825	65Y0630	51.642	6.940	66.184	75.950
		3	7days x 24hrs - 4hrs.response	SD827	65Y0632	61.973	8.330	79.424	91.143
2858	N6070		see above						
SOF	A21		see above						
		3	5days x 9hrs - 4hrs.response	SD651	51J8923	13.117	1.760	14.101	16.542

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The 4 hour response are target measures, starting after the PD (Problem Determination) has ended

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		3	7days x 24hrs - 4hrs.response	SD828	68Y4924	18.183	2.450	21.750	26.676
2858	N6060		see above						
SOF	A12		see above						
		3	5days x 9hrs - 4hrs.response	SD681	51J8817	29.882	4.010	32.122	37.683
		3	7days x 24hrs - 4hrs.response	SD829	68Y4925	39.396	5.300	47.124	57.798
2858	N6060		see above						
SOF	A22		see above						
		3	5days x 9hrs - 4hrs.response	SD645	51J8917	9.655	1.300	10.380	12.176
		3	7days x 24hrs - 4hrs.response	SD646	51J8918	11.102	1.490	11.935	14.001
2859	N3300		see above						
SOF	A10		see above						
		3	5days x 9hrs - 4hrs.response	SD647	51J8919	11.542	1.550	12.408	14.556
		3	7days x 24hrs - 4hrs.response	SD648	51J8920	13.276	1.780	14.272	16.742
2859	N3300		see above						
SOF	A20		see above						
		3	5days x 9hrs - 4hrs.response	SD649	51J8921	11.194	1.500	12.034	14.118
		3	7days x 24hrs - 4hrs.response	SD650	51J8922	13.992	1.880	15.041	17.645
2861	EXN100		see above						
SOF	001		see above						
		3	5days x 9hrs - 4hrs.response	SD651	51J8923	13.117	1.760	14.101	16.542
		3	7days x 24hrs - 4hrs.response	SD652	51J8924	15.086	2.030	16.218	19.025
2862	N3600		see above						
SOF	A10		see above						
		3	5days x 9hrs - 4hrs.response	SD653	51J8925	15.306	2.050	16.454	19.303
		3	7days x 24hrs - 4hrs.response	SD654	51J8926	17.597	2.360	18.917	22.192
2862	N3600		see above						
SOF	A20		see above						
		3	5days x 9hrs - 4hrs.response	SD655	51J8927	9.185	1.240	9874	11.583
		3	7days x 24hrs - 4hrs.response	SD656	51J8928	11.476	1.540	12.337	14.472
2863	N3700		see above						
SOF	004		see above						
		3	5days x 9hrs - 4hrs.response	SD657	51J8929	16.616	2.230	17.862	20.954

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Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		3	7days x 24hrs - 4hrs.response	SD658	51J8930	20.763	2.790	22.320	26.184
2863	N3700		see above						
SOF	A10		see above						
		3	5days x 9hrs - 4hrs.response	SD659	51J8931	18.702	2.510	20.104	23.585
		3	7days x 24hrs - 4hrs.response	SD660	51J8932	23.371	3.130	25.124	29.473
2863	N3700		see above						
SOF	A20		see above						
		3	5days x 9hrs - 4hrs.response	SD661	51J8933	10.842	1.460	11.655	13.673
		3	7days x 24hrs - 4hrs.response	SD662	51J8934	13.557	1.820	14.574	17.097
2864	N5200		see above						
SOF	A10, G10		see above						
		3	5days x 9hrs - 4hrs.response	SD663	51J8935	20.640	2.770	22.188	26.029
		3	7days x 24hrs - 4hrs.response	SD664	51J8936	25.801	3.460	27.735	32.536
2864	N5200		see above						
SOF	A20, G20		see above						
		3	5days x 9hrs - 4hrs.response	SD665	51J8937	11.368	1.530	12.221	14.337
		3	7days x 24hrs - 4hrs.response	SD666	51J8938	14.212	1.910	15.278	17.923
2865	N5500		see above						
SOF	A10, G10		see above						
		3	5days x 9hrs - 4hrs.response	SD667	51J8939	21.336	2.860	22.936	26.906
		3	7days x 24hrs - 4hrs.response	SD668	51J8940	26.675	3.580	28.675	33.639
2865	N5500		see above						
SOF	A20, G20		see above						
		3	5days x 9hrs - 4hrs.response	SD669	51J8941	19.679	2.640	21.154	24.817
		3	7days x 24hrs - 4hrs.response	SD670	51J8942	22.594	3.030	24.288	28.493
2866	N7600		see above						
SOF	A10, G10		see above						
		3	5days x 9hrs - 4hrs.response	SD671	51J8943	37.170	4.980	39.956	46.873
		3	7days x 24hrs - 4hrs.response	SD672	51J8944	42.708	5.720	45.909	53.857
2866	N7600		see above						
SOF	A20, G20		see above						
		3	5days x 9hrs - 4hrs.response	SD673	51J8945	22.594	3.030	24.288	28.493

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The 4 hour response are target measures, starting after the PD (Problem Determination) has ended

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		3	7days x 24hrs - 4hrs.response	SD674	51J8946	29.370	3.940	31.572	37.038
2866	N7700		see above						
SOF	A11, G11		see above						
		3	5days x 9hrs - 4hrs.response	SD675	51J8947	37.170	4.980	39.956	46.873
		3	7days x 24hrs - 4hrs.response	SD676	51J8948	48.318	6.480	51.940	60.932
2866	N7700		see above						
SOF	A21, G21		see above						
		3	5days x 9hrs - 4hrs.response	SD677	51J8949	24.486	3.280	26.322	30.879
		3	7days x 24hrs - 4hrs.response	SD678	51J8814	28.133	3.770	30.242	35.477
2867	N7800		see above						
SOF	A10, G10		see above						
		3	5days x 9hrs - 4hrs.response	SD679	51J8815	50.287	6.740	54.056	63.414
		3	7days x 24hrs - 4hrs.response	SD680	51J8816	57.867	7.750	62.204	72.972
2867	N7800		see above						
SOF	A20, G20		see above						
		3	5days x 9hrs - 4hrs.response	SD681	51J8817	29.882	4.010	32.122	37.683
		3	7days x 24hrs - 4hrs.response	SD682	51J8818	38.842	5.210	41.753	48.981
2867	N7900		see above						
SOF	A11, G11		see above						
		3	5days x 9hrs - 4hrs.response	SD683	51J8819	59.759	8.010	64.238	75.358
		3	7days x 24hrs - 4hrs.response	SD684	51J8820	77.689	10.410	83.511	97.969
2867	N7900		see above						
SOF	A21, G21		see above						
		3	5days x 9hrs - 4hrs.response	SD685	51J8821	25.141	3.370	27.026	31.704
		3	7days x 24hrs - 4hrs.response	SD686	51J8822	39.900	5.350	42.891	50.316
2868	N5600		see above						
SOF	A10, G10		see above						
		3	5days x 9hrs - 4hrs.response	SD687	51J8823	34.546	4.630	37.135	43.564
		3	7days x 24hrs - 4hrs.response	SD688	51J8960	53.346	7.150	57.344	67.271
2868	N5600		see above						
SOF	A20, G20		see above						
		3	5days x 9hrs - 4hrs.response	SD689	51J8961	12.463	1.670	13.398	15.717

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Storage Expansion units from IBM Storage System Division (SSD)

The 4 hour response are target measures, starting after the PD (Problem Determination) has ended

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		3	7days x 24hrs - 4hrs.response	SD690	51J8962	14.953	2.010	16.075	18.858
2869	N5300		see above						
SOF	A10, G10		see above						
		3	5days x 9hrs - 4hrs.response	SD691	51J8963	24.052	3.230	25.855	30.331
		3	7days x 24hrs - 4hrs.response	SD692	51J8964	30.061	4.030	32.314	37.908
2869	N5300		see above						
SOF	A20, G20		see above						
		3	5days x 9hrs - 4hrs.response	SD817	56Y5994	12.099	1.620	13.531	15.827
		3	7days x 24hrs - 4hrs.response	SD818	56Y5995	13.969	1.870	15.622	18.273
3572	TS2900		see above						
SAP	S3E, S4E, S3H, S4H, S3R, S4R		see above						
		3	5days x 9hrs - 4hrs.response	SD256	42V1868	9.869	1.330	10.277	12.370
		3	7days x 24hrs - 4hrs.response	SD257	42V1869	11.347	1.530	11.816	14.222
3573	TS3200		see above						
SOF	L4U, S34, L34, S44, E44, 4UL		see above						
		3	5days x 9hrs - 4hrs.response	SD258	42V1870	9.869	1.330	10.277	12.370
		3	7days x 24hrs - 4hrs.response	SD259	42V1871	11.347	1.530	11.816	14.222
3573	TS3200		see above						
SAP	L3H, F3H, F4H, L4H, S4H		see above						
		3	5days x 9hrs - 4hrs.response	SD260	42V1872	5.480	736	5.707	6.870
		3	7days x 24hrs - 4hrs.response	SD261	42V1873	6.303	846	6.564	7.900
3573	TS3100		see above						
SOF	S32, L32, 2UL		see above						
		3	5days x 9hrs - 4hrs.response	SD262	42V1874	5.480	736	5.707	6.870
		3	7days x 24hrs - 4hrs.response	SD263	42V1875	6.303	846	6.564	7.900
3573	TS3100		see above						
SAP	L3S, F3S, L2U, F4S, L4S, S4S,		see above						
	S42, E42		see above						
		1	5days x 9hrs - 4hrs.response	SD627	51J8743	3.303	443	3.552	4.167
		1	7days x 24hrs - 4hrs.response	SD628	51J8744	4.127	553	4.437	5.205
		3	5days x 9hrs - 4hrs.response	SD631	51J8747	31.339	4.200	33.689	39.521
		3	7days x 24hrs - 4hrs.response	SD632	51J8748	34.919	4.680	37.537	44.035

IBM Storage Products for System x

Storage Expansion units from IBM Storage System Division (SSD)

The 4 hour response are target measures, starting after the PD (Problem Determination) has ended

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
3576	TS3310		see above						
SOF	L5B		see above						
		1	5days x 9hrs - 4hrs.response	SD629	51J8745	3.007	403	3.233	3.793
		1	7days x 24hrs - 4hrs.response	SD630	51J8746	3.758	504	4.041	4.741
		3	5days x 9hrs - 4hrs.response	SD633	51J8749	26.967	3.620	28.988	34.007
		3	7days x 24hrs - 4hrs.response	SD634	51J8756	30.066	4.030	32.320	37.915
3576	TS3310		see above						
SOF	E9U		see above						
		3	5days x 9hrs - NBD response	SD14	14R1493	6.876	923	7.356	8.264
		3	7days x 24hrs - 4hrs.response	SD15	14R1495	8.995	1.210	9.367	11.274
SOF	LTO Tape Drive		see above						
3580	H23, L23		see above						
3580	H13, L13		see above						
		3	5days x 9hrs - 4hrs.response	SD59	40M6798	7.357	990	8.105	9.001
		3	7days x 24hrs - 4hrs.response	SD60	40M6799	8.094	1.090	8.917	9.902
3580	LTO Tape Drive		see above						
SAP	L3H		see above						
		3	5days x 9hrs - 4hrs.response	SD387	44J8562	7.356	991	8.103	9.002
		3	7days x 24hrs - 4hrs.response	SD388	44J8563	8.096	1.100	8.915	9.906
3580	LTO Tape Drive		see above						
SOF	L33		see above						
		3	5days x 9hrs - 4hrs.response	SD389	44J8564	4.393	591	4.881	5.359
		3	7days x 24hrs - 4hrs.response	SD390	44J8565	5.502	740	6.109	6.710
3580	LTO Tape Drive		see above						
SOF	H3L, S3E		see above						
		3	5days x 9hrs - 4hrs.response	SD358	44J7780	4.393	590	4.878	5.357
		3	7days x 24hrs - 4hrs.response	SD359	44J7781	5.500	739	6.107	6.708
3580	LTO Tape Drive		see above						
SAP	L3E		see above						
		3	5days x 9hrs - 4hrs.response	SD476	44T5892	4.581	615	4.993	5.739
		3	7days x 24hrs - 4hrs.response	SD477	44T5893	5.496	738	5.990	6.885
3580	LTO Tape Drive		see above						

IBM Storage Products for System x

Storage Expansion units from IBM Storage System Division (SSD)

The 4 hour response are target measures, starting after the PD (Problem Determination) has ended

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
SAP	L4X, S4X		see above						
		3	5days x 9hrs - 4hrs.response	SD478	44T5894	4.581	615	4.993	5.739
		3	7days x 24hrs - 4hrs.response	SD479	44T5895	5.496	738	5.990	6.885
3580	LTO Tape Drive		see above						
SOF	L43, S43, S4E		see above						
		3	5days x 9hrs - NBD response	SD30	29R5418	5.127	690	5.799	6.244
		3	5days x 9hrs - 4hrs.response	SD31	29R5419	6.088	819	6.887	7.415
		3	7days x 24hrs - 4hrs.response	SD32	29R5420	7.370	992	8.336	8.976
3581	Tape Autoloader		see above						
SAP	F3H, L3H		see above						
		3	5days x 9hrs - NBD response	SD391	44J8566	5.126	691	5.798	6.247
		3	5days x 9hrs - 4hrs.response	SD392	44J8567	6.090	819	6.888	7.416
		3	7days x 24hrs - 4hrs.response	SD393	44J8568	7.368	992	8.334	8.980
SOF	Tape Autoloader		see above						
3581	F28, F38, H23, L23, L28, L38		see above						
3581	H13, L13, H17, L17		see above						
		3	5days x 9hrs - NBD response	SD20	29R5343	8.972	1.210	10.148	10.927
		3	7days x 24hrs - 4hrs.response	SD21	29R5344	12.818	1.730	14.497	15.609
3582	Tape Library		see above						
SOF	L23		see above						
		3	7days x 24hrs - 4hrs.response	SD867	71Y2792	31.333	4.210	38.203	46.186
3758	Converged Switch		see above						
SAP	B32		see above						
		3	7days x 24hrs - 4hrs.response	SD841	71Y2432	25.169	3.390	29.818	35.813
4002	Ethernet Switch		see above						
SAP	AC4, C4A, AX2		see above						
		3	7days x 24hrs - 4hrs.response	SD842	71Y2433	69.916	9.400	82.828	99.479
4002	Ethernet Switch		see above						
SAP	BC4, C4B		see above						
		3	7days x 24hrs - 4hrs.response	SD843	71Y2434	61.526	8.270	72.889	87.542
4002	Ethernet Switch		see above						
SAP	AC5, C5A		see above						

IBM Storage Products for System x

Storage Expansion units from IBM Storage System Division (SSD)

The 4 hour response are target measures, starting after the PD (Problem Determination) has ended

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		3	7days x 24hrs - 4hrs.response	SD844	71Y2435	97.882	13.160	115.959	139.271
4002	Ethernet Switch		see above						
SAP	BC5, C5B		see above						
		3	7days x 24hrs - 4hrs.response	SD845	71Y2438	16.779	2.260	19.879	23.875
4002	Ethernet Switch		see above						
SAP	AG4, G4A, AC2		see above						
		3	7days x 24hrs - 4hrs.response	SD846	71Y2437	19.576	2.640	23.192	27.855
4002	Ethernet Switch		see above						
SAP	AG5, G5A, BC2		see above						
		3	7days x 24hrs - 4hrs.response	SD280	12X6710	6.309	847	6.570	7.908
7204	External Drive		see above						
SOF	All mdls		see above						
		3	7days x 24hrs - 4hrs.response	SD281	12X6711	14.258	1.920	14.846	17.870
7205	External Drive		see above						
SOF	All mdls		see above						
		3	7days x 24hrs - 4hrs.response	SD282	12X6712	9.451	1.270	9.842	11.846
7206	External Drive		see above						
SOF	All mdls		see above						
		3	7days x 24hrs - 4hrs.response	SD283	12X6713	8.160	1.100	8.497	10.228
7207	External Drive		see above						
SOF	All mdls		see above						
		3	7days x 24hrs - 4hrs.response	SD284	12X6714	2.075	279	2.161	2.602
7210	External Drive		see above						
SOF	All mdls		see above						
		3	7days x 24hrs - 4hrs.response	SD285	12X6715	4.067	546	4.235	5.098
7212	External Drive		see above						
SOF	All mdls		see above						

IBM Implementation for Server & Storage

IBM Implementation ServicePac for a broad range of System and SoftWare solutions **Only available in Denmark & Sweden**

For further information refer to Plet R44631F or the Operational Guide www.ibm.com/services/Europe/maintenance

Implementation ServicePac data sheets and contact information can be found on Partnerworld at the following links:

https://www-304.ibm.com/jct09002c/partnerworld/mem/services/dk/ofimp.html

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Type	Product	Implementation ServicePac for Denmark	Pac	P/N	DKR
1726, 1727	DS3000	Implementation for Disk Systems DS3000 (Basic)	IM013	51J9522	24.399
1812, 1814	DS4000	Implementation for Disk Systems DS4000 (Basic)	IM014	51J9523	24.399
1812, 1814	DS4000	Implementation for Disk Systems DS4000 (Standard)	IM001	44J8191	36.602
1815	DS4800	Implementation for Disk Systems DS4800	IM015	51J9524	36.602
1818	DS5000	Implementation for Disk Systems DS5000	IM016	40Y5914	36.601
1750, 2421, 2422, 2423, 2424	DS6000 / DS8000	Implementation for Disk Systems DS6000 / DS8000	IM002	44J8192	52.988
2863, 2859, 2862	N3000	Implementation for Network Attached Storage Systems N3000	IM003	44J8193	31.987
2858, 2864, 2865, 2866, 2867, 2868, 2869	N5000 / N6000 / N7000	Implementation for Network Attached Storage Systems N5000 / N6000 / N7000	IM004	44J8194	42.990
5608	TotalStorage	Implementation for Storage Software TotalStorage Productivity Center (Basic)	IM005	44J8195	42.990
5608	TotalStorage	Implementation for Storage Software TotalStorage Productivity Center (Plus)	IM006	44J8196	74.989
9406, 9407, 9408	System i	Implementation for System i	IM007	44J8197	42.990
9110, 9115, 9131, 9133, 9116, 9117, 9118, 9119	System p	Implementation for System p	IM008	44J8198	42.990
All	System x	Implementation for System x (BladeCenter)	IM009	44J8342	31.987
All	System x	Implementation for System x (Pre-Assembled BladeCenter)	IM010	44J8343	21.989
All	System x	Implementation for System x, IBM Director	IM011	44T6201	31.987
All	System x	Implementation for System x, VMWare	IM012	44T6211	31.987

Type	Product	Implementation ServicePac for Sweden	Pac	P/N	SKR
1726, 1727	DS3000	Implementation for Disk Systems DS3000 (Basic)	IM013	65Y5089	29.398
1812, 1814	DS4000	Implementation for Disk Systems DS4000 (Basic)	IM014	65Y5090	29.398
1812, 1814	DS4000	Implementation for Disk Systems DS4000 (Standard)	IM001	65Y5091	42.999
1815	DS4800	Implementation for Disk Systems DS4800	IM015	65Y5092	59.100
1818	DS5000	Implementation for Disk Systems DS5000	IM016	65Y5093	59.100
2863, 2859, 2862	N3000	Implementation for Network Attached Storage Systems N3000	IM003	65Y5095	42.999
2858, 2864, 2865, 2866, 2867, 2868, 2869	N5000 / N6000 / N7000	Implementation for Network Attached Storage Systems N5000 / N6000 / N7000	IM004	65Y5096	59.100
All	System x	Implementation for System x (BladeCenter)	IM009	65Y4952	42.993
All	System x	Implementation for System x, IBM Director	IM011	65Y4954	42.993
All	System x	Implementation for System x, VMWare	IM012	65Y4955	42.993

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IM013 - IBM Implementation Services - ServicePac for disk systems - basic (DS3000)
Install and implement one (1) disk system controller and up to three (3) storage units.
Install Storage Manager on one (1) server.
Install IBM host agent software on up to two (2) hosts.
Test and verify the operation of the System Storage disk system.
Provide up to two (2) of your designated personnel with two (2) hours of basic skills instruction.
Number of hours of Service: 16 hours

IM014 - IBM Implementation Services - ServicePac for disk systems - basic (DS4000)
Install and implement one (1) disk system controller (any DS4000 systems except DS4800) and up to three (3) storage units.
Install Storage Manager on one (1) server.
Install IBM host agent software on up to three (3) hosts.
Test and verify the operation of the System Storage disk system.
Provide up to two (2) of your designated personnel with two (2) hours of basic skills instruction.
Number of hours of Service: 16 hours

IM001- IBM Implementation Services - ServicePac for disk systems - standard (DS4000)
Implement one (1) disk system controller and up to six (6) storage units.
Install Storage Manager on one (1) server.
Install IBM host agent software on up to five (5) hosts.
Test and verify the operation of the System Storage disk system.
Provide up to two of your designated personnel with two (2) hours of basic skills instruction.
Number of hours of Service: 24 hours

IM015 - IBM Implementation Services - ServicePac for disk systems (DS4800)
Install and implement one (1) disk system controller model DS4800, and up to ten (10) expansion enclosures.
Install Storage Manager on one (1) server
Assist with the installation of the IBM host agent software on up to five (5) hosts.
Test and verify the operation of the System Storage disk system.
Provide up to two (2) of your designated personnel with two (2) hours of basic skills instruction. Document the installation.
Number of hours of Service: 32 hours

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IM016 - IBM Implementation Services - ServicePac for disk systems (DS5000)
Review and verify the installation of the DS5000 to ensure readiness.
Update BIOS and drivers of the FC (Fiber Channel) host bus adaptors on up to six (6) hosts.
Implement/update multipath failover driver.
Install the DS5000 Storage Manager on the hosts and one management station.
Create up to six (6) arrays with Logical Unit Numbers (LUNs), create hosts and map LUNs to hosts.
Validate LUN availability on the hosts and test functionality.
Provide up to two (2) of your designated personnel with two (2) hours of basic skills instruction
number of hours of Service, 32 hours

IM002 - IBM Implementation Services - ServicePac for disk systems (DS6000 / DS8000)
Implement one (1) DS6000 or DS8000 using System Storage disk system Storage Manager or the disk system command line interface.
Install SDD and, if needed, device drivers on up to two (2) servers per platform.
Install activation keys, perform disk allocations, volume group creations, adapter configurations and host attachments.
Test and verify the operation of the System Storage disk system.
Provide up to two (2) of your designated personnel with two (2) hours of basic skills instruction.
Number of hours of Service: 40 hours

IM003 - IBM Implementation Services - ServicePac for network attached storage systems (N3000)
Implement one(1) N3000 Model A10 or Model A20 for accessibility by up to five (5) hosts each using up to two (2)
Common Internet File System ("CIFS") shares, two (2) Network File System ("NFS") mounts, or two (2)
Internet Small Computer System Interface ("iSCSI") Logical Unit Numbers ("LUNs").
Test and verify the operation of the System Storage network attached storage system.
Provide up to two (2) of your designated personnel with two (2) hours of basic skills instruction.
Number of hours of Service: 24 hours

IM004 - IBM Implementation Services - ServicePac for network attached storage systems (N5000/N6000/N7000 filer)
Implement one (1) N5000 or N7000 Model A1x or Model A2x or one (1) N6000 Model A1x or Model A2x and up to twelve (12)
disk shelves for accessibility by up to five(5) hosts each using up to two(2) Common Internet File System ("CIFS") shares, two(2)
Network File System ("NFS") mounts, two (2) Internet Small Computer System Interface ("iSCSI") Logical Unit Numbers ("LUNs"),
or two (2) Fibre Channel Protocol (FCP) LUNs.
Test and verify the operation of the System Storage network attached storage system.

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Provide up to two (2) of your designated personnel with two (2) hours of basic skills instruction.
Number of hours of Service, 32 hours

IM005 - IBM Implementation Services - ServicePac for storage software TotalStorage Productivity Center (basic)
Basic implementation -
Implement up to two (2) data agents on supported operating system platform, one (1) fabric agent on supported operating systems and/or devices and one (1) CIMOM agent server for a supported IBM storage device.
Test and verify the operation of the System Storage software.
Provide up to two (2) of your designated personnel with two (2) hours of basic skills instruction.
Number of hours of Service, 32 hours

IM006 - IBM Implementation Services - ServicePac for storage software TotalStorage Productivity Center (plus)
Plus implementation -
Implement up to five (5) data agents on supported operating system platforms, up to two (2) fabric agents on supported systems and/or devices and up to three (3) CIMOM agent servers for a supported IBM storage device.
Test and verify the operation of the System Storage software.
Provide up to two (2) of your designated personnel with two (2) hours of basic skills instruction.
Number of hours of Service, 56 hours

IM007 - IBM Implementation Services - ServicePac for System i (LPAR implementation)
Implement up to four (4) LPARs using the Hardware Management Console (HMC) and partition the hardware (memory, CPU, I/O, peripherals), using the HMC.
Install the System i operating system, i5/OS, on each LPAR.
Test and verify the operation of the LPARs on the System i.
Provide up to two (2) of your designated personnel with two (2) hours of basic skills instruction.
Number of hours of Service, 32 hours

IM008 - IBM Implementation Services - ServicePac for System p (LPAR implementation)
Implement up to four (4) LPARs using the Hardware Management Console (HMC) and partition the hardware (memory, CPU, I/O, peripherals), using the HMC.
Install the System p operating system, AIX, on each LPAR.
Test and verify the operation of the LPARs on the System p.

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Provide up to two (2) of your designated personnel with two (2) hours of basic skills instruction.
Number of hours of Service, 32 hours

IM009 - IBM Implementation Services - ServicePac for System x (BladeCenter)
Rack and stack BladeCenter chassis.
Update BIOS and Firmware as required.
Install up to seven (7) blades in BladeCenter chassis.
Install a supported Microsoft operating system or a supported Linux operating system and configure basic networking.
Test and verify the operation of the BladeCenter.
Provide up to two (2) of your designated personnel with two (2) hours of basic skills instruction.
Number of hours of Service, 24 hours

IM010 - IBM Implementation Services - ServicePac for System x (pre-assembled BladeCenter)
Update BIOS and Firmware as required.
Install up to three (3) blades in BladeCenter chassis.
Install a supported Microsoft operating system or a supported Linux operating system and configure basic networking.
Test and verify the operation of the BladeCenter.
Provide up to two (2) of your designated personnel with two (2) hours of basic skills instruction.
Number of hours of Service, 16 hours

IM011 - IBM Implementation Services - ServicePac for IBM Director
Implement IBM Director with one (1) management server and up to two (2) managed systems.
Install and configure IBM Director Server on one (1) supported system and IBM Director Agent and IBM Director Console on up to two (2) supported systems.
Test and verify the operation of IBM Director.
Provide up to two (2) personnel with up to four (4) hours of basic skills instruction.
Number of hours of Service, 24 hours

IM012 - IBM Implementation Services - ServicePac for VMWare for ESX Server
Implement VMWare ESX Server on one (1) supported system.
Install and configure VMWare ESX Server to support up to four (4) virtual machines within a single supported system.

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Test and verify the operation of VMWare ESX Server and virtual machines.

Provide up to two (2) personnel with up to four (4) hours of basic skills instruction.

Number of hours of Service, 24 hours

IBM Migration Service for Server & Storage

Choose one of the three Base Data Migration ServicePacs, which is closest to the required data amount to be migrated

Complement the base ServicePac with 'Additional TB' and 'Additional Servers', if needed. All Servers are to be situated in the same location

A lower size base ServicePac combined with 'Additional TB' ServicePac cannot be equal or higher than the next level base ServicePac

It is NOT possible to use i.e. 2 TB & 2 Servers base pac and 3 units of 'Additional TB' ServicePac to combine a 5 TB project

The maximum project size with Data Migration ServicePac is 10TB. The max number of local Servers is 30. Price include travel and lodging cost

Valid Machine Type / Model	Product	Migration ServicePac for Denmark	Pac	P/N	DKR
		Migration Services - 2 TB and 2 Servers	MS01	68Y5166	76.288
		Migration Services - 5 TB and 5 Servers	MS02	68Y5167	174.374
		Migration Services - 10 TB and 10 Servers	MS03	68Y5168	348.748
		Migration Services - Additional TB	MS04	68Y5169	21.796
		Migration Services - Additional Server	MS05	68Y5170	2.455
1726-HC1, 1726-HC2, 1726-HC6	DS3200	see above			
1726-31X, 1726-32X, 1726-31E, 1726-HC3, 1726-32E, 1726-HC7	DS3300	see above			
1726-41U, 1726-42U, 1726-HC4, 1726-HC8	DS3400	see above			
1724-100, 1724-1SC	DS4100	see above			
1814-7VA, 1814-7VH	DS4200	see above			
1722-60U, 1722-6LU	DS4300	see above			
1742-1RU	DS4400	see above			
1742-90U	DS4500	see above			
1814-72A, 1814-70A, 1814-72H, 1814-70H	DS4700	see above			
1815-80A, 1815-82A, 1815-84A, 1815-88A, 1815-80H, 1815-82H, 1815-84H, 1815-88H	DS4800	see above			
1818-51A	DS5100	see above			
1818-53A	DS5300	see above			
1750-522, 1750-EX2	DS6000	see above			
2421-92E, 2421-9AE, 2422-92E, 2422-9AE, 2423-92E, 2423-9AE, 2424-92A, 2424-9AE	DS8000	see above			
2421-931, 2422-931, 2423-931, 2424-931	DS8100	see above			
2421-932, 2421-9B2, 2422-932, 2422-9B2, 2423-932, 2423-9B2, 2424-932, 2424-9B2	DS8300	see above			
1710-10U, 1724-1XP	EXP100	see above			
1727-01E, 1727-01M, 1727-HC1, 1727-HC5	EXP3000	see above			
1812-8VA, 1812-8VH	EXP420	see above			
1818-D1A	EXP5000	see above			
1740-710	EXP710	see above			
1812-81A, 1812-81H	EXP810	see above			

IBM Migration Service for Server & Storage

Choose one of the three Base Data Migration ServicePacs, which is closest to the required data amount to be migrated

Complement the base ServicePac with 'Additional TB' and 'Additional Servers', if needed. All Servers are to be situated in the same location

A lower size base ServicePac combined with 'Additional TB' ServicePac cannot be equal or higher than the next level base ServicePac

It is NOT possible to use i.e. 2 TB & 2 Servers base pac and 3 units of 'Additional TB' ServicePac to combine a 5 TB project

The maximum project size with Data Migration ServicePac is 10TB. The max number of local Servers is 30. Price include travel and lodging cost

Valid Machine Type / Model	Product	Migration ServicePac for Finland	Pac	P/N	Euro
		Migration Services - 2 TB and 2 Servers	MS01	68Y5186	10.750
		Migration Services - 5 TB and 5 Servers	MS02	68Y5187	24.430
		Migration Services - 10 TB and 10 Servers	MS03	68Y5188	48.860
		Migration Services - Additional TB	MS04	68Y5189	2.940
		Migration Services - Additional Server	MS05	68Y5190	367
1726-HC1, 1726-HC2, 1726-HC6	DS3200	see above			
1726-31X, 1726-32X, 1726-31E, 1726-HC3, 1726-32E, 1726-HC7	DS3300	see above			
1726-41U, 1726-42U, 1726-HC4, 1726-HC8	DS3400	see above			
1724-100, 1724-1SC	DS4100	see above			
1814-7VA, 1814-7VH	DS4200	see above			
1722-60U, 1722-6LU	DS4300	see above			
1742-1RU	DS4400	see above			
1742-90U	DS4500	see above			
1814-72A, 1814-70A, 1814-72H, 1814-70H	DS4700	see above			
1815-80A, 1815-82A, 1815-84A, 1815-88A, 1815-80H, 1815-82H, 1815-84H, 1815-88H	DS4800	see above			
1818-51A	DS5100	see above			
1818-53A	DS5300	see above			
1750-522, 1750-EX2	DS6000	see above			
2421-92E, 2421-9AE, 2422-92E, 2422-9AE, 2423-92E, 2423-9AE, 2424-92A, 2424-9AE	DS8000	see above			
2421-931, 2422-931, 2423-931, 2424-931	DS8100	see above			
2421-932, 2421-9B2, 2422-932, 2422-9B2, 2423-932, 2423-9B2, 2424-932, 2424-9B2	DS8300	see above			
1710-10U, 1724-1XP	EXP100	see above			
1727-01E, 1727-01M, 1727-HC1, 1727-HC5	EXP3000	see above			
1812-8VA, 1812-8VH	EXP420	see above			
1818-D1A	EXP5000	see above			
1740-710	EXP710	see above			
1812-81A, 1812-81H	EXP810	see above			

IBM Migration Service for Server & Storage

Choose one of the three Base Data Migration ServicePacs, which is closest to the required data amount to be migrated

Complement the base ServicePac with 'Additional TB' and 'Additional Servers', if needed. All Servers are to be situated in the same location

A lower size base ServicePac combined with 'Additional TB' ServicePac cannot be equal or higher than the next level base ServicePac

It is NOT possible to use i.e. 2 TB & 2 Servers base pac and 3 units of 'Additional TB' ServicePac to combine a 5 TB project

The maximum project size with Data Migration ServicePac is 10TB. The max number of local Servers is 30. Price include travel and lodging cost

Valid Machine Type / Model	Product	Migration ServicePac for Sweden	Pac	P/N	SKR
		Migration Services - 2 TB and 2 Servers	MS01	68Y5211	89.896
		Migration Services - 5 TB and 5 Servers	MS02	68Y5212	207.846
		Migration Services - 10 TB and 10 Servers	MS03	68Y5213	415.701
		Migration Services - Additional TB	MS04	68Y5214	28.064
		Migration Services - Additional Server	MS05	68Y5215	2.531
1726-HC1, 1726-HC2, 1726-HC6	DS3200	see above			
1726-31X, 1726-32X, 1726-31E, 1726-HC3, 1726-32E, 1726-HC7	DS3300	see above			
1726-41U, 1726-42U, 1726-HC4, 1726-HC8	DS3400	see above			
1724-100, 1724-1SC	DS4100	see above			
1814-7VA, 1814-7VH	DS4200	see above			
1722-60U, 1722-6LU	DS4300	see above			
1742-1RU	DS4400	see above			
1742-90U	DS4500	see above			
1814-72A, 1814-70A, 1814-72H, 1814-70H	DS4700	see above			
1815-80A, 1815-82A, 1815-84A, 1815-88A, 1815-80H, 1815-82H, 1815-84H, 1815-88H	DS4800	see above			
1818-51A	DS5100	see above			
1818-53A	DS5300	see above			
1750-522, 1750-EX2	DS6000	see above			
2421-92E, 2421-9AE, 2422-92E, 2422-9AE, 2423-92E, 2423-9AE, 2424-92A, 2424-9AE	DS8000	see above			
2421-931, 2422-931, 2423-931, 2424-931	DS8100	see above			
2421-932, 2421-9B2, 2422-932, 2422-9B2, 2423-932, 2423-9B2, 2424-932, 2424-9B2	DS8300	see above			
1710-10U, 1724-1XP	EXP100	see above			
1727-01E, 1727-01M, 1727-HC1, 1727-HC5	EXP3000	see above			
1812-8VA, 1812-8VH	EXP420	see above			
1818-D1A	EXP5000	see above			
1740-710	EXP710	see above			
1812-81A, 1812-81H	EXP810	see above			

IBM Migration Service for Server & Storage

Choose one of the three Base Data Migration ServicePacs, which is closest to the required data amount to be migrated

Complement the base ServicePac with 'Additional TB' and 'Additional Servers', if needed. All Servers are to be situated in the same location

A lower size base ServicePac combined with 'Additional TB' ServicePac cannot be equal or higher than the next level base ServicePac

It is NOT possible to use i.e. 2 TB & 2 Servers base pac and 3 units of 'Additional TB' ServicePac to combine a 5 TB project

The maximum project size with Data Migration ServicePac is 10TB. The max number of local Servers is 30. Price include travel and lodging cost

Valid Data Migration SercicePac Combinations:

Valid Data Migration ServicePac Combinations

Migration Project Size	Required Base ServicePac	Optional Additional TB	Optional Additional Server ServicePac
up to 2 TB	2 TB 2 Servers	0	If # of Servers is > 2 (max 28)
3 TB	2 TB 2 Servers	1	If # of Servers is > 2 (max 28)
4 TB	2 TB 2 Servers	2	If # of Servers is > 2 (max 28)
5 TB	5 TB 5 Servers	0	If # of Servers is > 5 (max 25)
6 TB	5 TB 5 Servers	1	If # of Servers is > 5 (max 25)
7 TB	5 TB 5 Servers	2	If # of Servers is > 5 (max 25)
8 TB	5 TB 5 Servers	3	If # of Servers is > 5 (max 25)
9 TB	5 TB 5 Servers	4	If # of Servers is > 5 (max 25)
10 TB	10 TB 10 Servers	0	If # of Servers is > 10 (max 20)

System i Warranty Service Upgrade

These ServicePacs will provide System i customers with up to 3 years of On-Site repair with Next or Same Business Day response.
For details on this offering - refer to announcement letter (PLET) ZS04-0163 on www.ibm.com/common/ssi

Type	Model covered	Year	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		1	5days x 9hrs - SBD response	AS196	44T5884	3.332	448	3.632	4.175
		1	7days x 24hrs - SBD response	AS197	44T5885	4.484	602	4.887	5.617
9407	515 all editions		see above						
		3	5days x 9hrs - SBD response	AS198	44T5886	25.330	3.400	27.604	31.728
		3	7days x 24hrs - SBD response	AS200	44T5888	28.723	3.860	31.302	35.978
9407	515 FC6010, 6011		see above						
	6018, edition Base1,		see above						
	Express 1 & 2		see above						
		3	5days x 9hrs - SBD response	AS199	44T5887	34.299	4.610	37.377	42.961
		3	7days x 24hrs - SBD response	AS201	44T5889	41.692	5.600	45.433	52.221
9407	515 FC6021, 6028		see above						
	Edition Base2 &		see above						
	Express 3		see above						

System p ServicePac

These ServicePacs will provide System p customers with up to 3 years of On-Site repair with Same Business Day response time and voice access for reporting to IBM if any AIX OS defects. These ServicePacs upgrade to the Service Levels shown below.
ML4=2 to 4 Procs. / ML8=5 to 8 Procs. / ML12=9 to 12 Procs. / ML16=13 to 16 Procs.
For details on this offering - refer to announcement letter (PLET) ZS04-0163 on www.ibm.com/common/ssi

Type	Model covered	Year	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		1	5days x 9hrs - SBD response	RS102	38R3562	20.150	2.720	22.790	24.538
		1	7days x 24hrs - SBD response	RS106	38R3566	30.148	4.060	34.097	36.712
9117	570-ML4		see above						
		1	5days x 9hrs - SBD response	RS103	38R3563	40.301	5.430	45.579	49.075
		1	7days x 24hrs - SBD response	RS107	38R3567	60.297	8120	68.194	73.424
9117	570-ML8		see above						
		1	5days x 9hrs - SBD response	RS104	38R3564	60.451	8140	68.368	73.612
		1	7days x 24hrs - SBD response	RS108	38R3568	90.446	12.170	102.291	110.136
9117	570-ML12		see above						
		1	5days x 9hrs - SBD response	RS105	38R3565	80.602	10850	91.158	98.149
		1	7days x 24hrs - SBD response	RS109	38R3569	120.595	16230	136.388	146.848
9117	570-ML16		see above						
		1	5days x 9hrs - SBD response	RS110	39K3050	1.518	205	1.718	1.850
		1	7days x 24hrs - SBD response	RS111	39K3051	1.672	226	1.892	2.037
7310	Cxx HwManConsole		see above						
7315	Cxx HwManConsole		see above						
7042	Cxx HwManConsole		see above						
		3	5days x 9hrs - SBD response	RS112	40M7624	3.808	513	4.196	4.660
		3	7days x 24hrs - SBD response	RS113	40M7625	6.242	840	6.877	7.637
9110	p5 510		see above						
		3	5days x 9hrs - SBD response	RS114	41W9700	2.483	333	2.572	3.110
		3	7days x 24hrs - SBD response	RS115	41W9701	4.695	630	4.863	5.880
9115	505		see above						
		3	5days x 9hrs - SBD response	RS116	41W9702	5.617	753	5.819	7.036
		3	7days x 24hrs - SBD response	RS117	41W9703	8.331	1120	8.629	10.435
9131	52A		see above						
		3	5days x 9hrs - SBD response	RS118	41W9704	8.833	1190	9.149	11.063
		3	7days x 24hrs - SBD response	RS119	41W9705	13.223	1780	13.696	16.561
9133	55A		see above						
		1	5days x 9hrs - SBD response	RS120	41W9706	1.479	199	1.532	1.853
		1	7days x 24hrs - SBD response	RS121	41W9707	2.225	299	2.305	2.787
9111	285		see above						

System p ServicePac

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ML4=2 to 4 Procs. / ML8=5 to 8 Procs. / ML12=9 to 12 Procs. / ML16=13 to 16 Procs.
For details on this offering - refer to announcement letter (PLET) ZS04-0163 on www.ibm.com/common/ssi

Type	Model covered	Year	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		1	5days x 9hrs - SBD response	RS122	41W9708	3.025	406	3.134	3.790
		1	7days x 24hrs - SBD response	RS123	41W9709	4.511	605	4.673	5.651
7031	D24 / T24		see above						
		3	5days x 9hrs - SBD response	RS128	42V0913	2.925	392	3.192	3.662
		3	7days x 24hrs - SBD response	RS129	42V0914	4.337	582	4.733	5.429
7037	A50 p185		see above						
		1	5days x 9hrs - SBD response	RS130	42V0915	1.466	197	1.600	1.835
		1	7days x 24hrs - SBD response	RS131	42V0916	2.205	296	2.407	2.761
		3	5days x 9hrs - SBD response	RS132	42V0917	15.118	2.030	16.495	18.922
		3	7days x 24hrs - SBD response	RS133	42V0918	17.224	2310	18.791	21.556
7047	Intellistation 185		see above						
		3	5days x 9hrs - SBD response	RS134	42V0919	3.430	460	3.742	4.293
		3	7days x 24hrs - SBD response	RS135	42V0920	5.851	784	6.384	7.323
9110	51A		see above						
		3	5days x 9hrs - SBD response	RS136	42V0921	54.476	7.300	59.432	68.178
		3	7days x 24hrs - SBD response	RS137	42V0922	86.758	11.630	94.650	108.580
9116	561		see above						
		3	7days x 24hrs - SBD response	RS138	12X6762	6.785	911	7.065	8.504
7014	Rack mdl S00, S11		see above						
	S25, T00, T42		see above						
		3	5days x 9hrs - SBD response	RS172	46D3416	3.738	502	4.075	4.684
		3	7days x 24hrs - SBD response	RS173	46D3417	8.392	1.130	9.146	10.513
7989	BladeCentre Chassis		see above						
		3	5days x 9hrs - SBD response	RS176	46D3451	1.351	182	1.473	1.693
		3	7days x 24hrs - SBD response	RS177	46D3452	2.551	343	2.781	3.196
		4	5days x 9hrs - SBD response	RS178	46D3453	3.278	440	3.573	4.107
		4	7days x 24hrs - SBD response	RS179	46D3454	4.375	587	4.768	5.481
		5	5days x 9hrs - SBD response	RS180	46D3455	4.835	649	5.270	6.057
		5	7days x 24hrs - SBD response	RS181	46D3456	6.296	845	6.862	7.887
7988	BladeCentre JS21		see above						
		3	5days x 9hrs - NBD response	RS188	46D3961	2.811	378	3.065	3.522
		3	5days x 9hrs - SBD response	RS189	46D3962	4.211	566	4.590	5.276

System p ServicePac

These ServicePacs will provide System p customers with up to 3 years of On-Site repair with Same Business Day response time and voice access for reporting to IBM if any AIX OS defects. These ServicePacs upgrade to the Service Levels shown below.
ML4=2 to 4 Procs. / ML8=5 to 8 Procs. / ML12=9 to 12 Procs. / ML16=13 to 16 Procs.
For details on this offering - refer to announcement letter (PLET) ZS04-0163 on www.ibm.com/common/ssi

Type	Model covered	Year	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		3	7days x 24hrs - SBD response	RS190	46D3963	5.478	735	5.970	6.862
		4	5days x 9hrs - NBD response	RS191	46D3964	4.223	567	4.603	5.291
		4	5days x 9hrs - SBD response	RS192	46D3965	6.550	879	7.139	8.206
		4	7days x 24hrs - SBD response	RS193	46D3966	7.296	979	7.951	9.139
		5	5days x 9hrs - NBD response	RS194	46D3967	5.629	756	6.135	7.052
		5	5days x 9hrs - SBD response	RS195	46D3968	8.071	1.090	8.796	10.111
		5	7days x 24hrs - SBD response	RS196	46D3969	9.320	1.260	10.157	11.674
0792	BladeCentre QS21		see above						
0793	BladeCentre QS22		see above						
		3	5days x 9hrs - SBD response	RS206	46D4244	1.864	250	1.941	2.305
		3	7days x 24hrs - SBD response	RS207	46D4245	2.610	350	2.717	3.227
7998	BladeCentre JS22, JS12		see above						
		3	7days x 24hrs - SBD response	RS211	46V4623	10.080	1.350	10.836	12.712
7779	BladeCentre Chassis S		see above						
		3	5days x 9hrs - SBD response	RS212	68Y5668	3.722	500	4.342	5.286
		3	7days x 24hrs - SBD response	RS213	68Y5669	5.208	700	6.076	7.397
7778	BladeCentre JS23, JS43		see above						

IntelliStations

3 Years of IBM On-Site Repair Service.

IntelliStation Service Offerings include cover for IBM Keyboard, Mouse and IBM Installed options.

These Pacs does not include coverage for display..

The 4 hour response are target measures, starting after the PD (Problem Determination) has ended

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		3	5days x 9hrs - 4hrs.response	PC646	12X6775	706	95	736	886
		3	7days x 24hrs - 4hrs.response	PC647	12X6776	1.304	176	1.359	1.635
6218	M40		see above						
9229	all		see above						
		3	5days x 9hrs - 4hrs.response	PC648	12X6777	1.015	137	1.058	1.273
		3	7days x 24hrs - 4hrs.response	PC649	12X6778	1.914	257	1.994	2.400
6217	A Pro		see above						
6223	Z Pro		see above						
9228	Z Pro		see above						

Maintenance Service Upgrade for ThinkPads

1 year Hardware Maintenance & Service Upgrade as continued service after expired IBM Warranty, Service Contract or ServicePac coverage. These Pacs does not include coverage for the system battery.

Type	Model covered	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		Courier Collect	PC163	61P7675	939	129	993	1.158
		On-Site - NBD resp.	PC164	61P7676	1.471	201	1.554	1.812
2669	T43, 43P	see above						
2382	X40	see above						
2668	T43	see above						
		Courier Collect	PC464	41E8959	777	105	834	959
		On-Site - NBD resp.	PC465	41E8960	976	132	1.047	1.205
1830	R50	see above						
1832	R50P	see above						
1834	R50e	see above						
1842	R50e	see above						
1846	R52	see above						
1847	R52	see above						
1848	R52	see above						
1858	R52	see above						
1860	T43	see above						
1861	R52	see above						
1871	T43	see above						
1872	T43e	see above						
2371	X40	see above						
2372	X40	see above						
2386	X40	see above						
2525	X41	see above						
2526	X41	see above						
2527	X41	see above						
2887	R51	see above						
2888	R51	see above						
2889	R51	see above						
2894	R51	see above						
2895	R51	see above						

Maintenance Service Upgrade for Servers

1 and 2 years Hardware Maintenance & Service Upgrade as continued service after expired IBM Warranty, Service Contract or earlier ServicePac coverage. These ServicePacs don't provide coverage for displays.

Coverage for IBM internal installed options, keyboard, mouse and attached IBM Expansion Enclosures with M/T 3517, 3518, 3519, 3520.

MT's marked green are not covered within the 2 year pacs , only 1 year pacs are valid.

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		1	5days x 9hrs - 4hrs.resp	PC149	61P7661	3.980	544	4.204	4.901
		1	7days x 24hrs x 4hrs.resp	PC148	61P7660	4.972	679	5.251	6.122
		2	5days x 9hrs - 4hrs.resp	PC598	10N3995	7.606	1.020	8.299	9.520
		2	7days x 24hrs x 4hrs.resp	PC583	10N3980	9.496	1.280	10.361	11.885
8675	x330		only 1 year pac valid for this MT						
8864	x3850		see above						
8877	x3755		see above						
		1	5days x 9hrs x 4hrs.resp	PC153	61P7665	5.737	784	6.059	7.064
		1	7days x 24hrs x 4hrs.resp	PC152	61P7664	6.644	908	7.017	8.181
		2	5days x 9hrs - 4hrs.resp	PC600	10N3997	10.962	1.470	11.960	13.720
		2	7days x 24hrs x 4hrs.resp	PC585	10N3982	12.697	1.710	13.853	15.892
8669	x342		only 1 year pac valid for this MT						
8872	x460		see above						
8874	x460		see above						
8879	x3950		see above						
7141	x3850		see above						
7163	x7355		see above						
		1	5days x 9hrs x 4hrs.resp	PC155	61P7667	8.144	1.100	8.876	10.202
		1	7days x 24hrs x 4hrs.resp	PC154	61P7666	9.447	1.270	10.296	11.834
8664	x240		only 1 year pac valid for this MT						
8665	x250		only 1 year pac valid for this MT						
8668	x232		only 1 year pac valid for this MT						
8688	x450		only 1 year pac valid for this MT						
		1	5days x 9hrs x 4hrs.resp	PC157	61P7669	2.320	312	2.530	2.908
		1	7days x 24hrs x 4hrs.resp	PC156	61P7668	3.211	431	3.500	4.023
		2	5days x 9hrs - 4hrs.resp	PC602	10N3999	4.429	595	4.828	5.549
		2	7days x 24hrs x 4hrs.resp	PC587	10N3984	6.120	822	6.670	7.667
8835	x325		only 1 year pac valid for this MT						
8647	x225		only 1 year pac valid for this MT						
8649	x225		see above						
1733	EXP400		only 1 year pac valid for this MT						
7977	x3500		see above						

Maintenance Service Upgrade for Servers

1 and 2 years Hardware Maintenance & Service Upgrade as continued service after expired IBM Warranty, Service Contract or earlier ServicePac coverage. These ServicePacs don't provide coverage for displays.

Coverage for IBM internal installed options, keyboard, mouse and attached IBM Expansion Enclosures with M/T 3517, 3518, 3519, 3520.

MT's marked green are not covered within the 2 year pacs , only 1 year pacs are valid.

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
7836	x3400		see above						
7837	x3400		see above						
		1	5days x 9hrs x 4hrs.resp	PC418	40M7576	1.213	164	1.338	1.485
		1	7days x 24hrs x 4hrs.resp	PC406	40M7564	1.548	209	1.706	1.895
		2	5days x 9hrs - 4hrs.resp	PC603	13P0943	2.293	308	2.502	2.871
		2	7days x 24hrs x 4hrs.resp	PC588	10N3985	2.925	392	3.192	3.662
8648	x226		see above						
8837	x336		see above						
8850	LS20		see above						
4363	x3200		see above						
4362	x3200		see above						
7984	x3455		see above						
7973	x3400		see above						
7975	x3400		see above						
8853	Blade HS21		see above						
7974	x3400		see above						
7976	x3400		see above						
7978	x3550		see above						
7981	Blade HS20		see above						
7992	x326		see above						
7995	Blade HS21		see above						
7940	x3455		see above						
7941	x3455		see above						
		1	5days x 9hrs x 4hrs.resp	PC419	40M7577	2.223	299	2.424	2.786
		1	7days x 24hrs x 4hrs.resp	PC407	40M7565	2.739	368	2.985	3.431
		2	5days x 9hrs x 4hrs.resp	PC604	13P0944	4.023	540	4.385	5.040
		2	7days x 24hrs x 4hrs.resp	PC589	10N3986	4.957	666	5.402	6.209
8670	x345		only 1 year pac valid for this MT						
8673	x305		only 1 year pac valid for this MT						
8676	x335		only 1 year pac valid for this MT						
8678	Blade		only 1 year pac valid for this MT						
8832	Blade HS20		only 1 year pac valid for this MT						

Maintenance Service Upgrade for Servers

1 and 2 years Hardware Maintenance & Service Upgrade as continued service after expired IBM Warranty, Service Contract or earlier ServicePac coverage. These ServicePacs don't provide coverage for displays.

Coverage for IBM internal installed options, keyboard, mouse and attached IBM Expansion Enclosures with M/T 3517, 3518, 3519, 3520.

MT's marked green are not covered within the 2 year pacs , only 1 year pacs are valid.

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
8839	Blade HS40		only 1 year pac valid for this MT						
8840	x346		only 1 year pac valid for this MT						
8842	Blade JS20		see above						
7985	x3655		see above						
7972	Blade LS41		see above						
7979	x3650		see above						
8847	x343		see above						
7946	x3550		see above						
		1	5days x 9hrs x 4hrs.resp	PC420	40M7578	836	113	921	1.023
		1	7days x 24hrs x 4hrs.resp	PC408	40M7566	1.102	149	1.215	1.349
		2	5days x 9hrs - 4hrs.resp	PC605	13P0945	1.580	212	1.725	1.978
		2	7days x 24hrs x 4hrs.resp	PC590	10N3987	2.084	280	2.275	2.610
8482	x206		only 1 year pac valid for this MT						
8485	x206m		see above						
8486	x100		see above						
8487	x206		see above						
8488	x226		see above						
8489	x306		see above						
8490	x206m		see above						
8491	x306m		see above						
8836	x306		only 1 year pac valid for this MT						
8849	x306m		see above						
4347	x3105		see above						
7971	Blade LS21		see above						
4364	x3250		see above						
4365	x3250		see above						
7996	BladeCentre		see above						
8014	HC12		see above						
8028	HC12		see above						
		1	5days x 9hrs x 4hrs.resp	PC421	40M7579	2.632	355	2.900	3.220
		1	7days x 24hrs x 4hrs.resp	PC409	40M7567	3.288	443	3.623	4.023
		2	5days x 9hrs - 4hrs.resp	PC606	13P0946	4.963	665	5.415	6.212

Maintenance Service Upgrade for Servers

1 and 2 years Hardware Maintenance & Service Upgrade as continued service after expired IBM Warranty, Service Contract or earlier ServicePac coverage. These ServicePacs don't provide coverage for displays.

Coverage for IBM internal installed options, keyboard, mouse and attached IBM Expansion Enclosures with M/T 3517, 3518, 3519, 3520.

MT's marked green are not covered within the 2 year pacs , only 1 year pacs are valid.

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		2	7days x 24hrs x 4hrs.resp	PC591	10N3988	6.194	830	6.758	7.753
8841	x236		see above						
8866	x3800		see above						
7948	x3450		see above						
7947	x3650		see above						
		1	5days x 9hrs x 4hrs.resp	PC422	40M7580	3.654	491	3.982	4.577
		1	7days x 24hrs x 4hrs.resp	PC410	40M7568	4.338	583	4.729	5.435
		2	5days x 9hrs x 4hrs.resp	PC607	13P0947	6.847	919	7.463	8.577
		2	7days x 24hrs x 4hrs.resp	PC592	10N3989	8.138	1.100	8.869	10.194
8863	x366, x3850		see above						
8684	RXE100		see above						
7943	x3655		see above						
		1	5days x 9hrs x 4hrs.resp	PC423	40M7581	1.563	210	1.704	1.959
		1	7days x 24hrs x 4hrs.resp	PC411	40M7569	2.127	286	2.318	2.665
		2	5days x 9hrs x 4hrs.resp	PC608	13P0948	2.829	380	3.084	3.545
		2	7days x 24hrs x 4hrs.resp	PC593	10N3990	3.854	518	4.200	4.828
7969	x326m		see above						
8480	x205		only 1 year pac valid for this MT						
8835	x325		only 1 year pac valid for this MT						
8843	Blade HS20		see above						
8848	x326		see above						
8844	BladeCentre JS21		see above						
4190	x3250		see above						
4194	x3250		see above						
4367	x3200		see above						
4368	x3200		see above						
		1	5days x 9hrs x 4hrs.resp	PC424	40M7582	7.605	1.030	8.378	9.304
		1	7days x 24hrs x 4hrs.resp	PC412	40M7570	8.546	1.150	9.415	10.456
		2	5days x 9hrs x 4hrs.resp	PC609	13P0949	14.406	1.930	15.717	18.030
		2	7days x 24hrs x 4hrs.resp	PC594	10N3991	16.080	2.160	17.544	20.126
8855	x455		only 1 year pac valid for this MT						
		1	5days x 9hrs x 4hrs.resp	PC425	40M7583	3.672	495	4.046	4.493

Maintenance Service Upgrade for Servers

1 and 2 years Hardware Maintenance & Service Upgrade as continued service after expired IBM Warranty, Service Contract or earlier ServicePac coverage. These ServicePacs don't provide coverage for displays.

Coverage for IBM internal installed options, keyboard, mouse and attached IBM Expansion Enclosures with M/T 3517, 3518, 3519, 3520.

MT's marked green are not covered within the 2 year pacs , only 1 year pacs are valid.

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		1	7days x 24hrs x 4hrs.resp	PC413	40M7571	4.514	608	4.974	5.523
		2	5days x 9hrs x 4hrs.resp	PC610	13P0950	6.920	928	7.550	8.662
		2	7days x 24hrs x 4hrs.resp	PC595	10N3992	8.501	1.140	9.275	10.640
8862	x365		only 1 year pac valid for this MT						
8865	x260		see above						
		1	5days x 9hrs x 4hrs.resp	PC426	40M7584	4.626	623	5.097	5.660
		1	7days x 24hrs x 4hrs.resp	PC414	40M7572	5.784	779	6.372	7.077
		2	5days x 9hrs x 4hrs.resp	PC611	13P0951	8.709	1.170	9.502	10.901
		2	7days x 24hrs x 4hrs.resp	PC596	10N3993	10.895	1.460	11.887	13.636
8861	x365		only 1 year pac valid for this MT						
8878	x3850		see above						
8765	LTO		see above						
8674	x330		only 1 year pac valid for this MT						
		1	5days x 9hrs x 4hrs.resp	PC157	61P7669	2.320	312	2.530	2.908
		1	7days x 24hrs x 4hrs.resp	PC407	40M7565	2.739	368	2.985	3.431
		2	5days x 9hrs - 4hrs.resp	PC602	10N3999	4.429	595	4.828	5.549
		2	7days x 24hrs x 4hrs.resp	PC589	10N3986	4.957	666	5.402	6.209
4192	x3350		see above						
4193	x3350		see above						
		1	5days x 9hrs x 4hrs.resp	PC151	61P7663	8.467	1.140	8.991	10.711
		1	7days x 24hrs x 4hrs.resp	PC150	61P7662	10.054	1.350	10.677	12.718
		2	5days x 9hrs x 4hrs.resp	PC599	10N3996	15.939	2.140	17.390	19.949
		2	7days x 24hrs x 4hrs.resp	PC584	10N3981	18.878	2.530	20.596	23.627
1700	DS400		see above						
7233	x3950		see above						
		1	5days x 9hrs x 4hrs.resp	PC153	61P7665	5.737	784	6.059	7.064
		1	7days x 24hrs x 4hrs.resp	PC152	61P7664	6.644	908	7.017	8.181
		2	5days x 9hrs x 4hrs.resp	PC600	10N3997	10.962	1.470	11.960	13.720
		2	7days x 24hrs x 4hrs.resp	PC585	10N3982	12.697	1.710	13.853	15.892
1701	DS 300		see above						
		1	7days x 24hrs x 4hrs.resp	PC410	40M7568	4.338	583	4.729	5.435
		2	7days x 24hrs x 4hrs.resp	PC592	10N3989	8.138	1.100	8.869	10.194

Maintenance Service Upgrade for Servers

1 and 2 years Hardware Maintenance & Service Upgrade as continued service after expired IBM Warranty, Service Contract or earlier ServicePac coverage. These ServicePacs don't provide coverage for displays.

Coverage for IBM internal installed options, keyboard, mouse and attached IBM Expansion Enclosures with M/T 3517, 3518, 3519, 3520.

MT's marked green are not covered within the 2 year pacs , only 1 year pacs are valid.

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
3020	Blade PN41		see above						
		1	7days x 24hrs x 4hrs.resp	PC407	40M7565	2.739	368	2.985	3.431
		2	7days x 24hrs x 4hrs.resp	PC589	10N3986	4.957	666	5.402	6.209
7901	Blade LS22		see above						
7902	Blade LS42		see above						
		1	7days x 24hrs x 4hrs.resp	PC413	40M7571	4.514	608	4.974	5.523
8677	Blade Chassis		see above						
		1	7days x 24hrs x 4hrs.resp	PC1011	56Y6332		2.050		
		2	7days x 24hrs x 4hrs.resp	PC1012	56Y6327		3.760		
8740	Blade Chassis		see above						
8750	Blade Chassis		see above						
		1	7days x 24hrs x 4hrs.resp	PC152	61P7664	6.644	908	7.017	8.181
		2	7days x 24hrs x 4hrs.resp	PC585	10N3982	12.697	1.710	13.853	15.892
8852	Blade Chassis		see above						
		1	7days x 24hrs x 4hrs.resp	PC1009	56Y6326	11.517	1.550	13.756	15.648
		2	7days x 24hrs x 4hrs.resp	PC1010	56Y6333	21.191	2.850	25.310	28.790
8886	Blade Chassis		see above						
		1	7days x 24hrs x 4hrs.resp	PC411	40M7569	2.127	286	2.318	2.665
		2	7days x 24hrs x 4hrs.resp	PC593	10N3990	3.854	518	4.200	4.828
7870	Blade HS22		see above						
		1	5days x 9hrs x 4hrs.resp	PC1146	68Y5597	4.840	650	5.646	6.873
		1	7days x 24hrs x 4hrs.resp	PC1145	68Y5596	5.321	715	6.207	7.557
		2	5days x 9hrs x 4hrs.resp	PC1148	68Y5599	8.901	1.200	10.382	12.640
		2	7days x 24hrs x 4hrs.resp	PC1147	68Y5598	9.793	1.320	11.422	13.906
7839	x3500		see above						

Maintenance Service Upgrade for Storage

1 and 2 years Hardware Maintenance & Service Upgrade as continued service after expired IBM Warranty, Service Contract or earlier ServicePac coverage. IOR (IBM Onsite Repair) & IOL (IBM Onsite Limited) - where IOL will be mentioned in the listing

The 4 hour response are target measures, starting after the PD (Problem Determination) has ended

MT's marked green are not covered within the 2 year pacs , only 1 year pacs are valid.

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		1	5days x 9hrs - NBD response	SD74	41E9338	13.284	1.790	14.106	16.803
		1	5days x 9hrs - 4hrs.response	SD75	41E9339	17.252	2.320	18.319	21.822
		1	7days x 24hrs - 4hrs.response	SD76	41E9340	18.977	2.550	20.151	24.004
		2	5days x 9hrs - NBD response	SD77	41E9341	24.568	3.300	26.803	30.748
		2	5days x 9hrs - 4hrs.response	SD78	41E9342	31.946	4.280	34.852	39.981
		2	7days x 24hrs - 4hrs.response	SD79	41E9343	35.140	4.710	38.337	43.979
1710	DS4000 / EXP100		see above						
SAP	10J, 10X		see above						
1722	DS4300 / FaStT600		see above						
SAP	60J, 60K, 60L, 60X, 6LJ, 6LX		see above						
		1	5days x 9hrs - NBD response	SD80	41E9344	13.284	1.790	14.106	16.803
		1	5days x 9hrs - 4hrs.response	SD81	41E9345	17.252	2.320	18.319	21.822
		1	7days x 24hrs - 4hrs.response	SD82	41E9346	18.977	2.550	20.151	24.004
		2	5days x 9hrs - NBD response	SD83	41E9347	24.601	3.300	26.840	30.790
		2	5days x 9hrs - 4hrs.response	SD84	41E9348	31.946	4.280	34.852	39.981
		2	7days x 24hrs - 4hrs.response	SD85	41E9349	35.140	4.710	38.337	43.979
1710	DS4000 / EXP100		see above						
SOF	10U		see above						
1722	DS4300 / FaStT600		see above						
SOF	60U, 6LU		see above						
		1	5days x 9hrs - NBD response	SD86	41E9350	15.940	2.140	16.927	20.164
		1	5days x 9hrs - 4hrs.response	SD87	41E9351	20.702	2.780	21.983	26.187
		1	7days x 24hrs - 4hrs.response	SD88	41E9352	22.772	3.060	24.181	28.805
		2	5days x 9hrs - NBD response	SD89	41E9353	29.518	3.960	32.203	36.943
		2	5days x 9hrs - 4hrs.response	SD90	41E9354	38.335	5.140	41.823	47.977
		2	7days x 24hrs - 4hrs.response	SD91	41E9355	42.168	5.650	46.005	52.775
1724	DS4000 / DS4100		see above						
SAP	1XP, 10U, 1SC		see above						
		1	5days x 9hrs - NBD response	SD394	44J8569	15.937	2.140	16.926	20.168
		1	5days x 9hrs - 4hrs.response	SD395	44J8570	20.700	2.780	21.984	26.187
		1	7days x 24hrs - 4hrs.response	SD396	44J8571	22.773	3.070	24.183	28.805
		2	5days x 9hrs - NBD response	SD397	44J8572	29.517	3.970	32.206	36.942

Maintenance Service Upgrade for Storage

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The 4 hour response are target measures, starting after the PD (Problem Determination) has ended

MT's marked green are not covered within the 2 year pacs , only 1 year pacs are valid.

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		2	5days x 9hrs - 4hrs.response	SD398	44J8573	38.334	5.140	41.821	47.978
		2	7days x 24hrs - 4hrs.response	SD399	44J8574	42.170	5.660	46.008	52.775
1724	DS4000 / DS4100		see above						
SAP	100		see above						
		1	5days x 9hrs - 4hrs.response	SD830	68Y5393	8.919	1.200	10.403	12.665
		1	7days x 24hrs - 4hrs.response	SD831	68Y5394	11.892	1.600	13.870	16.886
		2	5days x 9hrs - 4hrs.response	SD832	68Y5395	17.838	2.400	20.805	25.329
		2	7days x 24hrs - 4hrs.response	SD833	68Y5396	23.784	3.200	27.740	33.772
1726	DS3200 / 3300 / 3400		see above						
SAP	All mdl		see above						
		1	5days x 9hrs - 4hrs.response	SD528	46D4238	2.973	400	3.468	4.222
		1	7days x 24hrs - 4hrs.response	SD529	46D4239	4.162	559	4.855	5.911
		2	5days x 9hrs - 4hrs.response	SD530	46D4240	5.351	719	6.242	7.599
		2	7days x 24hrs - 4hrs.response	SD531	46D4241	8.919	1.200	10.403	12.665
1727	EXP 3000		see above						
SAP	All mdl		see above						
		1	5days x 9hrs - NBD response	SD92	41E9356	5.451	732	5.789	6.896
		1	5days x 9hrs - 4hrs.response	SD93	41E9357	6.969	936	7.401	8.816
		1	7days x 24hrs - 4hrs.response	SD94	41E9358	7.797	1.050	8.280	9.864
		2	5days x 9hrs - NBD response	SD95	41E9359	10.094	1.360	11.014	12.634
		2	5days x 9hrs - 4hrs.response	SD96	41E9360	12.906	1.730	14.081	16.153
		2	7days x 24hrs - 4hrs.response	SD97	41E9469	14.439	1.940	15.753	18.072
1740	DS4000 EXP7xx 1RU, 710		see above						
SOF	1RU, 710		see above						
1742	DS4400 / 4500		see above						
SOF	90U		see above						
		1	5days x 9hrs - NBD response	SD98	41E9361	5.451	732	5.789	6.896
		1	5days x 9hrs - 4hrs.response	SD99	41E9362	6.969	936	7.401	8.816
		1	7days x 24hrs - 4hrs.response	SD100	41E9363	7.797	1.050	8.280	9.864
		2	5days x 9hrs - NBD response	SD101	41E9364	10.094	1.360	11.014	12.634
		2	5days x 9hrs - 4hrs.response	SD102	41E9365	12.906	1.730	14.081	16.153
		2	7days x 24hrs - 4hrs.response	SD103	41E9366	14.439	1.940	15.753	18.072

Maintenance Service Upgrade for Storage

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The 4 hour response are target measures, starting after the PD (Problem Determination) has ended

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Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
1740	DS4000 / EXP7xx		see above						
SAP	1RX, 71J		see above						
SAP	DS4400 / 4500		see above						
1742	90X		see above						
1742	1RX		see above						
		1	5days x 9hrs - NBD response	SD400	44J8575	5.453	732	5.792	6.900
		1	5days x 9hrs - 4hrs.response	SD401	44J8576	6.968	936	7.403	8.820
		1	7days x 24hrs - 4hrs.response	SD402	44J8577	7.799	1.060	8.281	9.860
		2	5days x 9hrs - NBD response	SD403	44J8578	10.095	1.370	11.015	12.631
		2	5days x 9hrs - 4hrs.response	SD404	44J8579	12.907	1.740	14.079	16.152
		2	7days x 24hrs - 4hrs.response	SD405	44J8580	14.440	1.940	15.750	18.073
1742	DS4400 / 4500		see above						
SOF	1RU		see above						
		1	5days x 9hrs - NBD response	SD104	41E9367	34.227	4.600	36.344	43.295
		1	5days x 9hrs - 4hrs.response	SD105	41E9368	42.439	5.700	45.064	53.682
		1	7days x 24hrs - 4hrs.response	SD106	41E9369	48.857	6.560	51.878	61.800
		2	5days x 9hrs - NBD response	SD107	41E9370	63.381	8.500	69.146	79.322
		2	5days x 9hrs - 4hrs.response	SD108	41E9371	78.587	10.530	85.736	98.353
		2	7days x 24hrs - 4hrs.response	SD109	41E9372	90.471	12.120	98.701	113.226
1750	DS6800		see above						
SOF	511		see above						
		1	5days x 9hrs - NBD response	SD110	41E9373	18.804	2.530	19.968	23.786
		1	5days x 9hrs - 4hrs.response	SD111	41E9374	23.290	3.130	24.730	29.460
		1	7days x 24hrs - 4hrs.response	SD112	41E9375	26.844	3.610	28.504	33.955
		2	5days x 9hrs - NBD response	SD113	41E9376	34.824	4.670	37.993	43.584
		2	5days x 9hrs - 4hrs.response	SD114	41E9377	43.130	5.780	47.054	53.979
		2	7days x 24hrs - 4hrs.response	SD115	41E9378	49.708	6.660	54.230	62.211
1750	DS6800		see above						
SOF	EX1		see above						
		1	5days x 9hrs - 4hrs.response	SD717	54Y4638	11.281	1.520	12.166	14.206
		1	7days x 24hrs - 4hrs.response	SD718	54Y4639	12.993	1.750	14.015	16.371
		2	5days x 9hrs - 4hrs.response	SD719	54Y4640	21.886	2.940	23.603	27.568

Maintenance Service Upgrade for Storage

1 and 2 years Hardware Maintenance & Service Upgrade as continued service after expired IBM Warranty, Service Contract or earlier ServicePac coverage. IOR (IBM Onsite Repair) & IOL (IBM Onsite Limited) - where IOL will be mentioned in the listing

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Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		2	7days x 24hrs - 4hrs.response	SD720	54Y4641	25.214	3.380	27.194	31.762
1812	EXP810		see above						
SOF	81A, 81S, 81T		see above						
		1	5days x 9hrs - 4hrs.response	SD837	71Y2371	11.281	1.520	12.166	14.206
		1	7days x 24hrs - 4hrs.response	SD838	71Y2372	12.993	1.750	14.015	16.371
		2	5days x 9hrs - 4hrs.response	SD839	71Y2373	21.886	2.940	23.603	27.568
		2	7days x 24hrs - 4hrs.response	SD840	71Y2374	25.214	3.380	27.194	31.762
1812	EXP810, 420		see above						
SAP	81H, 8VH		see above						
		1	5days x 9hrs - 4hrs.response	SD341	43X3555	16.654	2.240	17.342	20.873
		1	7days x 24hrs - 4hrs.response	SD342	43X3556	19.983	2.690	20.807	25.045
		2	5days x 9hrs - 4hrs.response	SD344	43X3558	32.307	4.340	33.639	40.490
		2	7days x 24hrs - 4hrs.response	SD345	43X3559	38.771	5.210	40.370	48.591
1814	DS4200		see above						
SAP	7VH		see above						
		1	5days x 9hrs - 4hrs.response	SD327	12X7242	18.505	2.490	19.269	23.193
		1	7days x 24hrs - 4hrs.response	SD328	12X7243	22.206	2.980	23.122	27.831
		2	5days x 9hrs - 4hrs.response	SD330	12X7245	35.899	4.820	37.379	44.991
		2	7days x 24hrs - 4hrs.response	SD331	12X7246	43.082	5.790	44.859	53.995
1814	DS4700		see above						
SAP	70H		see above						
		1	5days x 9hrs - 4hrs.response	SD419	44J8594	18.506	2.500	19.270	23.196
		1	7days x 24hrs - 4hrs.response	SD420	44J8595	22.203	2.980	23.120	27.834
		2	5days x 9hrs - 4hrs.response	SD422	44J8597	35.898	4.820	37.377	44.988
		2	7days x 24hrs - 4hrs.response	SD423	44J8598	43.079	5.800	44.859	53.997
1814	DS4700		see above						
SOF	70A, 70S, 70T		see above						
		1	5days x 9hrs - 4hrs.response	SD333	12X7248	22.746	3.060	23.684	28.507
		1	7days x 24hrs - 4hrs.response	SD334	12X7249	27.295	3.670	28.421	34.209
		2	5days x 9hrs - 4hrs.response	SD336	12X7251	44.130	5.930	45.949	55.307
		2	7days x 24hrs - 4hrs.response	SD337	12X7252	52.952	7.110	55.135	66.364
1814	DS4700		see above						

Maintenance Service Upgrade for Storage

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Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
SAP	72H		see above						
		1	5days x 9hrs - 4hrs.response	SD413	44J8588	22.748	3.070	23.688	28.509
		1	7days x 24hrs - 4hrs.response	SD414	44J8589	27.293	3.670	28.422	34.210
		2	5days x 9hrs - 4hrs.response	SD416	44J8591	44.128	5.940	45.948	55.310
		2	7days x 24hrs - 4hrs.response	SD417	44J8592	52.951	7.110	55.134	66.362
1814	DS4700		see above						
SOF	72A, 72S, 72T, 20A		see above						
		1	5days x 9hrs - 4hrs.response	SD717	54Y4638	11.280	1.520	12.166	14.208
		1	7days x 24hrs - 4hrs.response	SD718	54Y4639	12.994	1.750	14.015	16.367
		2	5days x 9hrs - 4hrs.response	SD719	54Y4640	21.886	2.940	23.604	27.566
		2	7days x 24hrs - 4hrs.response	SD720	54Y4641	25.215	3.380	27.194	31.759
1814	DS4700		see above						
SOF	52A		see above						
		1	5days x 9hrs - 4hrs.response	SD117	41E9380	26.913	3.620	28.577	34.042
		1	7days x 24hrs - 4hrs.response	SD118	41E9381	30.363	4.080	32.241	38.407
		2	5days x 9hrs - 4hrs.response	SD120	41E9383	49.835	6.680	54.369	62.370
		2	7days x 24hrs - 4hrs.response	SD121	41E9384	56.225	7.540	61.339	70.367
1815	DS4800		see above						
SOF	82A, 80A		see above						
		1	5days x 9hrs - 4hrs.response	SD123	41E9386	26.913	3.620	28.577	34.042
		1	7days x 24hrs - 4hrs.response	SD124	41E9387	30.363	4.080	32.241	38.407
		2	5days x 9hrs - 4hrs.response	SD126	41E9389	49.835	6.680	54.369	62.370
		2	7days x 24hrs - 4hrs.response	SD127	41E9390	56.225	7.540	61.339	70.367
1815	DS4800		see above						
SAP	82H, 80H		see above						
		1	5days x 9hrs - 4hrs.response	SD129	41E9392	32.433	4.360	34.439	41.025
		1	7days x 24hrs - 4hrs.response	SD130	41E9393	35.608	4.780	37.810	45.041
		2	5days x 9hrs - 4hrs.response	SD132	41E9395	60.058	8.050	65.522	75.164
		2	7days x 24hrs - 4hrs.response	SD133	41E9396	65.936	8.840	71.934	82.521
1815	DS4800		see above						
SOF	84A		see above						
		1	5days x 9hrs - 4hrs.response	SD135	41E9398	32.433	4.360	34.439	41.025

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Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		1	7days x 24hrs - 4hrs.response	SD136	41E9399	35.608	4.780	37.810	45.041
		2	5days x 9hrs - 4hrs.response	SD138	41E9401	60.058	8.050	65.522	75.164
		2	7days x 24hrs - 4hrs.response	SD139	41E9402	65.936	8.840	71.934	82.521
1815	DS4800		see above						
SAP	84H		see above						
		1	5days x 9hrs - 4hrs.response	SD226	10N3372	45.435	6.100	47.618	58.688
		1	7days x 24hrs - 4hrs.response	SD227	10N3373	49.992	6.710	52.394	64.575
		2	5days x 9hrs - 4hrs.response	SD232	10N3978	84.082	11.270	91.730	105.230
		2	7days x 24hrs - 4hrs.response	SD233	10N3979	92.515	12.400	100.931	115.785
1815	DS4800		see above						
SAP	88H		see above						
		1	5days x 9hrs - 4hrs.response	SD229	10N3375	45.435	6.100	47.618	58.688
		1	7days x 24hrs - 4hrs.response	SD230	10N3376	49.992	6.710	52.394	64.575
		2	5days x 9hrs - 4hrs.response	SD235	10N3975	84.082	11.270	91.730	105.230
		2	7days x 24hrs - 4hrs.response	SD236	10N3976	92.515	12.400	100.931	115.785
1815	DS4800		see above						
SOF	88A		see above						
		1	5days x 9hrs - 4hrs.response	SD709	54Y4630	40.477	5.430	43.653	50.981
		1	7days x 24hrs - 4hrs.response	SD710	54Y4631	46.549	6.240	50.201	58.628
		2	5days x 9hrs - 4hrs.response	SD711	54Y4632	78.521	10.520	84.682	98.898
		2	7days x 24hrs - 4hrs.response	SD712	54Y4633	90.300	12.100	97.384	113.732
1818	DS5000		see above						
SOF	51A		see above						
		1	5days x 9hrs - 4hrs.response	SD713	54Y4634	45.122	6.050	48.663	56.832
		1	7days x 24hrs - 4hrs.response	SD714	54Y4635	51.896	6.960	55.968	65.363
		2	5days x 9hrs - 4hrs.response	SD715	54Y4636	87.535	11.730	94.403	110.250
		2	7days x 24hrs - 4hrs.response	SD716	54Y4637	100.640	13.490	108.536	126.756
1818	DS5000		see above						
SOF	53A		see above						
		1	5days x 9hrs - 4hrs.response	SD717	54Y4638	11.280	1.520	12.166	14.208
		1	7days x 24hrs - 4hrs.response	SD718	54Y4639	12.994	1.750	14.015	16.367
		2	5days x 9hrs - 4hrs.response	SD719	54Y4640	21.886	2.940	23.604	27.566

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		2	7days x 24hrs - 4hrs.response	SD720	54Y4641	25.215	3.380	27.194	31.759
1818	DS5000		see above						
SOF	D1A		see above						
		1	5days x 9hrs - NBD response	SD140	41E9403	10.627	1.430	11.285	13.443
		1	5days x 9hrs - 4hrs.response	SD141	41E9404	13.111	1.760	13.923	16.585
		1	7days x 24hrs - 4hrs.response	SD142	41E9405	15.181	2.040	16.121	19.204
		2	5days x 9hrs - NBD response	SD143	41E9406	19.678	2.640	21.469	24.629
		2	5days x 9hrs - 4hrs.response	SD144	41E9407	24.279	3.260	26.488	30.386
		2	7days x 24hrs - 4hrs.response	SD145	41E9408	28.112	3.770	30.670	35.184
2005	SAN Switch		see above						
SOF	B32, B5K		see above						
		1	5days x 9hrs - NBD response	SD146	41E9409	10.627	1.430	11.285	13.443
		1	5days x 9hrs - 4hrs.response	SD147	41E9410	13.111	1.760	13.923	16.585
		1	7days x 24hrs - 4hrs.response	SD148	41E9411	15.181	2.040	16.121	19.204
		2	5days x 9hrs - NBD response	SD149	41E9412	19.678	2.640	21.469	24.629
		2	5days x 9hrs - 4hrs.response	SD150	41E9413	24.279	3.260	26.488	30.386
		2	7days x 24hrs - 4hrs.response	SD151	41E9414	28.112	3.770	30.670	35.184
2005	SAN Switch		see above						
SAP	32B, 5KB		see above						
		1	5days x 9hrs - NBD response	SD152	41E9415	3.864	519	4.104	4.889
		1	5days x 9hrs - 4hrs.response	SD153	41E9416	4.968	667	5.276	6.285
		1	7days x 24hrs - 4hrs.response	SD154	41E9417	5.520	741	5.862	6.983
		2	5days x 9hrs - NBD response	SD155	41E9418	7.155	959	7.807	8.956
		2	5days x 9hrs - 4hrs.response	SD156	41E9419	9.200	1.240	10.038	11.515
		2	7days x 24hrs - 4hrs.response	SD157	41E9420	10.222	1.370	11.153	12.794
2005	SAN Switch		see above						
SOF	H08		see above						
		1	5days x 9hrs - NBD response	SD158	41E9421	6.348	852	6.742	8.031
		1	5days x 9hrs - 4hrs.response	SD159	41E9422	8.211	1.110	8.720	10.388
		1	7days x 24hrs - 4hrs.response	SD160	41E9423	9.040	1.220	9.599	11.435
		2	5days x 9hrs - NBD response	SD161	41E9424	11.756	1.580	12.826	14.713
		2	5days x 9hrs - 4hrs.response	SD162	41E9425	15.206	2.040	16.590	19.031

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		2	7days x 24hrs - 4hrs.response	SD163	41E9426	16.739	2.250	18.263	20.950
2005	SAN Switch		see above						
SOF	H16		see above						
		1	5days x 9hrs - NBD response	SD237	13P0955	2.084	280	2.275	2.610
		1	5days x 9hrs - 4hrs.response	SD238	13P0956	2.811	377	3.067	3.519
		1	7days x 24hrs - 4hrs.response	SD239	13P0957	3.093	415	3.376	3.872
		2	5days x 9hrs - NBD response	SD240	13P0958	3.961	531	4.322	4.958
		2	5days x 9hrs - 4hrs.response	SD241	13P0959	5.340	716	5.826	6.684
		2	7days x 24hrs - 4hrs.response	SD242	13P0960	5.878	788	6.413	7.357
2005	SAN Switch		see above						
SAP	16B		see above						
		1	5days x 9hrs - NBD response	SD243	13P0961	2.084	280	2.275	2.610
		1	5days x 9hrs - 4hrs.response	SD244	13P0962	2.811	377	3.067	3.519
		1	7days x 24hrs - 4hrs.response	SD245	13P0963	3.093	415	3.376	3.872
		2	5days x 9hrs - NBD response	SD246	13P0964	3.961	531	4.322	4.958
		2	5days x 9hrs - 4hrs.response	SD247	13P0965	5.340	716	5.826	6.684
		2	7days x 24hrs - 4hrs.response	SD248	13P0966	5.878	788	6.413	7.357
2005	SAN Switch		see above						
SOF	B16		see above						
		1	5days x 9hrs - NBD response	SD164	41E9427	1.035	139	1.100	1.310
		1	5days x 9hrs - 4hrs.response	SD165	41E9428	1.311	176	1.393	1.659
		1	7days x 24hrs - 4hrs.response	SD166	41E9429	1.449	195	1.539	1.834
		2	5days x 9hrs - NBD response	SD167	41E9430	1.916	257	2.092	2.399
		2	5days x 9hrs - 4hrs.response	SD168	41E9431	2.427	326	2.649	3.039
		2	7days x 24hrs - 4hrs.response	SD169	41E9432	2.683	360	2.928	3.359
2006	Fibre Switch		see above						
SAP	L10		see above						
		1	5days x 9hrs - NBD response	SD170	41E9433	4.968	667	5.276	6.285
		1	5days x 9hrs - 4hrs.response	SD171	41E9434	6.486	871	6.888	8.205
		1	7days x 24hrs - 4hrs.response	SD172	41E9435	7.107	954	7.548	8.991
		2	5days x 9hrs - NBD response	SD173	41E9436	9.200	1.240	10.038	11.515
		2	5days x 9hrs - 4hrs.response	SD174	41E9437	12.011	1.610	13.105	15.033

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		2	7days x 24hrs - 4hrs.response	SD175	41E9438	13.161	1.770	14.359	16.473
2026	SAN 12M-1		see above						
SAP	12E		see above						
		1	5days x 9hrs - NBD response	SD424	44J8599	4.969	667	5.277	6.285
		1	5days x 9hrs - 4hrs.response	SD425	44J8600	6.484	871	6.888	8.206
		1	7days x 24hrs - 4hrs.response	SD426	44J8601	7.108	954	7.548	8.987
		2	5days x 9hrs - NBD response	SD427	44J8602	9.198	1.240	10.038	11.515
		2	5days x 9hrs - 4hrs.response	SD428	44J8603	12.010	1.610	13.109	15.037
		2	7days x 24hrs - 4hrs.response	SD429	44J8604	13.162	1.770	14.357	16.471
2026	SAN Switch 12M-1		see above						
SOF	E12		see above						
		1	5days x 9hrs - NBD response	SD176	41E9439	6.693	899	7.108	8.467
		1	5days x 9hrs - 4hrs.response	SD177	41E9440	8.695	1.170	9.233	10.999
		1	7days x 24hrs - 4hrs.response	SD178	41E9441	9.523	1.280	10.112	12.046
		2	5days x 9hrs - NBD response	SD179	41E9442	12.395	1.670	13.523	15.513
		2	5days x 9hrs - 4hrs.response	SD180	41E9443	16.100	2.160	17.566	20.151
		2	7days x 24hrs - 4hrs.response	SD181	41E9444	17.634	2.370	19.239	22.070
2026	SAN Switch 24M-1		see above						
SAP	16E		see above						
		1	5days x 9hrs - NBD response	SD430	44J8605	6.690	900	7.106	8.464
		1	5days x 9hrs - 4hrs.response	SD431	44J8606	8.695	1.170	9.232	10.999
		1	7days x 24hrs - 4hrs.response	SD432	44J8607	9.520	1.280	10.111	12.046
		2	5days x 9hrs - NBD response	SD433	44J8608	12.392	1.670	13.525	15.515
		2	5days x 9hrs - 4hrs.response	SD434	44J8609	16.101	2.170	17.566	20.152
		2	7days x 24hrs - 4hrs.response	SD435	44J8610	17.634	2.370	19.237	22.073
2026	SAN Switch 24M-1		see above						
SOF	224, 416		see above						
		1	5days x 9hrs - NBD response	SD182	41E9445	19.322	2.600	20.517	24.441
		1	5days x 9hrs - 4hrs.response	SD183	41E9446	24.842	3.340	26.379	31.424
		1	7days x 24hrs - 4hrs.response	SD184	41E9447	27.603	3.710	29.310	34.915
		2	5days x 9hrs - NBD response	SD185	41E9448	35.779	4.800	39.034	44.779
		2	5days x 9hrs - 4hrs.response	SD186	41E9449	46.002	6.170	50.187	57.573

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		2	7days x 24hrs - 4hrs.response	SD187	41E9450	51.113	6.850	55.763	63.970
2109	SAN Switch		see above						
SOF	F32		see above						
		1	5days x 9hrs - NBD response	SD206	41E9470	10.696	1.440	11.358	13.530
		1	5days x 9hrs - 4hrs.response	SD207	41E9471	13.456	1.810	14.289	17.021
		1	7days x 24hrs - 4hrs.response	SD208	41E9472	14.905	2.000	15.828	18.854
		2	5days x 9hrs - NBD response	SD209	41E9473	19.806	2.660	21.609	24.789
		2	5days x 9hrs - 4hrs.response	SD210	41E9474	24.917	3.340	27.185	31.185
		2	7days x 24hrs - 4hrs.response	SD211	41E9475	27.601	3.700	30.112	34.544
2109	SAN Switch		see above						
SAP	F16		see above						
		1	5days x 9hrs - NBD response	SD188	41E9451	5.451	732	5.789	6.896
		1	5days x 9hrs - 4hrs.response	SD189	41E9452	6.969	936	7.401	8.816
		1	7days x 24hrs - 4hrs.response	SD190	41E9453	7.797	1.050	8.280	9.864
		2	5days x 9hrs - NBD response	SD191	41E9454	10.094	1.360	11.014	12.634
		2	5days x 9hrs - 4hrs.response	SD192	41E9455	12.906	1.730	14.081	16.153
		2	7days x 24hrs - 4hrs.response	SD193	41E9456	14.439	1.940	15.753	18.072
3542	FaStT200		see above						
SAP	1RX, 2RX		see above						
3552	FaStT500		see above						
SAP	1RX		see above						
3560	EXP500		see above						
SAP	1RX		see above						
		1	5days x 9hrs - NBD response	SD436	44J8611	5.453	732	5.792	6.900
		1	5days x 9hrs - 4hrs.response	SD437	44J8612	6.968	936	7.403	8.813
		1	7days x 24hrs - 4hrs.response	SD438	44J8613	7.799	1.060	8.281	9.868
		2	5days x 9hrs - NBD response	SD439	44J8614	10.095	1.370	11.015	12.631
		2	5days x 9hrs - 4hrs.response	SD440	44J8615	12.907	1.740	14.079	16.152
		2	7days x 24hrs - 4hrs.response	SD441	44J8616	14.440	1.940	15.750	18.073
SOF	FaStT200		see above						
3542	1RU		see above						
3542	2RU		see above						

Maintenance Service Upgrade for Storage

1 and 2 years Hardware Maintenance & Service Upgrade as continued service after expired IBM Warranty, Service Contract or earlier ServicePac coverage. IOR (IBM Onsite Repair) & IOL (IBM Onsite Limited) - where IOL will be mentioned in the listing

The 4 hour response are target measures, starting after the PD (Problem Determination) has ended

MT's marked green are not covered within the 2 year pacs , only 1 year pacs are valid.

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
3552	FaStT500		see above						
SOF	1RU		see above						
SOF	EXP500		see above						
3560	1RU		see above						
		2	5days x 9hrs - NBD IOL	SD819	56Y5996	8.806	1.180	9.848	11.519
3572	TS2900		see above						
SAP	S3E, S4E, S3H, S4H,		see above						
SAP	S3R, S4R		see above						
		1	5days x 9hrs - 4hrs.response	SD693	51J8786	11.384	1.530	12.238	14.356
		1	7days x 24hrs - 4hrs.response	SD694	51J8787	14.232	1.910	15.300	17.948
		2	5days x 9hrs - 4hrs.response	SD695	51J8788	21.633	2.900	23.254	27.280
		2	7days x 24hrs - 4hrs.response	SD696	51J8789	27.038	3.630	29.065	34.097
3573	TS3200		see above						
SOF	L34, L4U, S34, S44, 4UL		see above						
		1	5days x 9hrs - 4hrs.response	SD697	51J8790	11.384	1.530	12.238	14.356
		1	7days x 24hrs - 4hrs.response	SD698	51J8791	14.232	1.910	15.300	17.948
		2	5days x 9hrs - 4hrs.response	SD699	51J8792	21.633	2.900	23.254	27.280
		2	7days x 24hrs - 4hrs.response	SD700	51J8793	27.038	3.630	29.065	34.097
3573	TS3200		see above						
SAP	E44, F3H, F4H, L3H, L4H, S4H		see above						
		1	5days x 9hrs - 4hrs.response	SD701	51J8794	6.326	848	6.801	7.978
		1	7days x 24hrs - 4hrs.response	SD702	51J8795	7.906	1.060	8.499	9.971
		2	5days x 9hrs - 4hrs.response	SD703	51J8796	12.018	1.610	12.919	15.156
		2	7days x 24hrs - 4hrs.response	SD704	51J8797	15.020	2.020	16.146	18.942
3573	TS3100		see above						
SOF	L32, S32		see above						
		1	5days x 9hrs - 4hrs.response	SD705	51J8798	6.326	848	6.801	7.978
		1	7days x 24hrs - 4hrs.response	SD706	51J8799	7.906	1.060	8.499	9.971
		2	5days x 9hrs - 4hrs.response	SD707	51J8800	12.018	1.610	12.919	15.156
		2	7days x 24hrs - 4hrs.response	SD708	51J8801	15.020	2.020	16.146	18.942
3573	TS3100		see above						
SAP	E42, F3S, F4S, L2U,		see above						

Maintenance Service Upgrade for Storage

1 and 2 years Hardware Maintenance & Service Upgrade as continued service after expired IBM Warranty, Service Contract or earlier ServicePac coverage. IOR (IBM Onsite Repair) & IOL (IBM Onsite Limited) - where IOL will be mentioned in the listing

The 4 hour response are target measures, starting after the PD (Problem Determination) has ended

MT's marked green are not covered within the 2 year pacs , only 1 year pacs are valid.

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
	L3S, L4S, S4S, S42, 2UL		see above						
		1	5days x 9hrs - NBD response	SD194	41E9457	6.038	811	6.412	7.638
		1	5days x 9hrs - 4hrs.response	SD195	41E9458	7.866	1.060	8.354	9.951
		1	7days x 24hrs - 4hrs.response	SD196	41E9459	8.626	1.160	9.160	10.911
		2	5days x 9hrs - NBD response	SD197	41E9460	11.184	1.500	12.202	13.998
		2	5days x 9hrs - 4hrs.response	SD198	41E9461	14.567	1.960	15.893	18.232
		2	7days x 24hrs - 4hrs.response	SD199	41E9462	15.973	2.140	17.426	19.991
3580	LTO Tape Drive		see above						
SAP	L3H, H3L, L3E		see above						
		1	5days x 9hrs - NBD response	SD442	44J8617	6.035	812	6.413	7.636
		1	5days x 9hrs - 4hrs.response	SD443	44J8618	7.865	1.070	8.354	9.951
		1	7days x 24hrs - 4hrs.response	SD444	44J8619	8.623	1.170	9.160	10.908
		2	5days x 9hrs - NBD response	SD445	44J8620	11.186	1.500	12.204	13.997
		2	5days x 9hrs - 4hrs.response	SD446	44J8621	14.568	1.970	15.895	18.232
		2	7days x 24hrs - 4hrs.response	SD447	44J8622	15.973	2.140	17.427	19.993
SOF	LTO Tape Drive		see above						
3580	L33, H23, L23		see above						
3580	H13, L13		see above						
		1	5days x 9hrs - NBD response	SD200	41E9463	11.834	1.590	12.567	14.970
		1	5days x 9hrs - 4hrs.response	SD201	41E9464	15.319	2.060	16.267	19.378
		1	7days x 24hrs - 4hrs.response	SD202	41E9465	16.906	2.270	17.953	21.386
		2	5days x 9hrs - NBD response	SD203	41E9466	21.918	2.940	23.912	27.432
		2	5days x 9hrs - 4hrs.response	SD204	41E9467	28.368	3.800	30.949	35.503
		2	7days x 24hrs - 4hrs.response	SD205	41E9468	31.307	4.200	34.155	39.182
3581	Tape Autoloader		see above						
SAP	F3H, L3H		see above						
		1	5days x 9hrs - NBD response	SD448	44J8623	11.834	1.600	12.567	14.968
		1	5days x 9hrs - 4hrs.response	SD449	44J8624	15.319	2.070	16.265	19.378
		1	7days x 24hrs - 4hrs.response	SD450	44J8625	16.907	2.270	17.956	21.382
		2	5days x 9hrs - NBD response	SD451	44J8626	21.918	2.940	23.912	27.431
		2	5days x 9hrs - 4hrs.response	SD452	44J8627	28.366	3.800	30.952	35.500
		2	7days x 24hrs - 4hrs.response	SD453	44J8628	31.305	4.200	34.154	39.181

Maintenance Service Upgrade for Storage

1 and 2 years Hardware Maintenance & Service Upgrade as continued service after expired IBM Warranty, Service Contract or earlier ServicePac coverage. IOR (IBM Onsite Repair) & IOL (IBM Onsite Limited) - where IOL will be mentioned in the listing

The 4 hour response are target measures, starting after the PD (Problem Determination) has ended

MT's marked green are not covered within the 2 year pacs , only 1 year pacs are valid.

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
SOF	Tape Autoloader		see above						
3581	F28, F38, H23, L23, L28, L38		see above						
3581	H13, L13, H17, L17		see above						
3582	Tape Library		see above						
SOF	L23		see above						
		1	5days x 9hrs - 4hrs.response	SD868	71Y2793	11.394	1.530	13.892	16.795
		1	7days x 24hrs - 4hrs.response	SD869	71Y2794	14.242	1.920	17.365	20.994
		2	5days x 9hrs - 4hrs.response	SD870	71Y2796	22.788	3.060	27.784	33.590
		2	7days x 24hrs - 4hrs.response	SD871	71Y2795	28.485	3.830	34.730	41.987
3758	Converged Switch		see above						
SAP	B32, 32B		see above						
		1	5days x 9hrs - 4hrs.response	SD830	68Y5393	8.919	1.200	10.403	12.665
		1	7days x 24hrs - 4hrs.response	SD831	68Y5394	11.892	1.600	13.870	16.886
		2	5days x 9hrs - 4hrs.response	SD832	68Y5395	17.838	2.400	20.805	25.329
		2	7days x 24hrs - 4hrs.response	SD833	68Y5396	23.784	3.200	27.740	33.772
4002	Ethernet Switch		see above						
SAP	AC4, C4A, AX2		see above						
		1	5days x 9hrs - 4hrs.response	SD847	71Y2439	22.373	3.010	26.505	31.834
		1	7days x 24hrs - 4hrs.response	SD848	71Y2440	30.763	4.140	36.445	43.771
		2	5days x 9hrs - 4hrs.response	SD849	71Y2441	44.746	6.020	53.010	63.667
		2	7days x 24hrs - 4hrs.response	SD850	71Y2442	61.526	8.270	72.889	87.542
4002	Ethernet Switch		see above						
SAP	BC4, C4B		see above						
		1	5days x 9hrs - 4hrs.response	SD851	71Y2443	19.576	2.640	23.192	27.855
		1	7days x 24hrs - 4hrs.response	SD852	71Y2444	27.966	3.760	33.131	39.792
		2	5days x 9hrs - 4hrs.response	SD853	71Y2447	39.153	5.270	46.384	55.709
		2	7days x 24hrs - 4hrs.response	SD854	71Y2445	55.933	7.520	66.262	79.583
4002	Ethernet Switch		see above						
SAP	AC5, C5A		see above						
		1	5days x 9hrs - 4hrs.response	SD855	71Y2472	30.763	4.140	36.445	43.771
		1	7days x 24hrs - 4hrs.response	SD856	71Y2473	44.746	6.020	53.010	63.667
		2	5days x 9hrs - 4hrs.response	SD857	71Y2474	61.526	8.270	72.889	87.542

Maintenance Service Upgrade for Storage

1 and 2 years Hardware Maintenance & Service Upgrade as continued service after expired IBM Warranty, Service Contract or earlier ServicePac coverage. IOR (IBM Onsite Repair) & IOL (IBM Onsite Limited) - where IOL will be mentioned in the listing

The 4 hour response are target measures, starting after the PD (Problem Determination) has ended

MT's marked green are not covered within the 2 year pacs , only 1 year pacs are valid.

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		2	7days x 24hrs - 4hrs.response	SD858	71Y2475	86.696	11.650	102.707	123.354
4002	Ethernet Switch		see above						
SAP	BC5, C5B		see above						
		1	5days x 9hrs - 4hrs.response	SD859	71Y2476	5.033	677	5.964	7.163
		1	7days x 24hrs - 4hrs.response	SD860	71Y2477	6.711	902	7.952	9.550
		2	5days x 9hrs - 4hrs.response	SD861	71Y2478	8.389	1.130	9.940	11.938
		2	7days x 24hrs - 4hrs.response	SD862	71Y2479	13.983	1.880	16.566	19.896
4002	Ethernet Switch		see above						
SAP	AG4, G4A, AC2		see above						
		1	5days x 9hrs - 4hrs.response	SD863	71Y2480	6.711	902	7.952	9.550
		1	7days x 24hrs - 4hrs.response	SD864	71Y2481	8.389	1.130	9.940	11.938
		2	5days x 9hrs - 4hrs.response	SD865	71Y2482	11.186	1.510	13.253	15.917
		2	7days x 24hrs - 4hrs.response	SD866	71Y2483	16.779	2.260	19.879	23.875
4002	Ethernet Switch		see above						
SAP	AG5, G5A, BC2		see above						

Maintenance Service Upgrade for Intellistations

1 and 2 years Hardware Maintenance & Service Upgrade as continued service after expired IBM Warranty, Service Contract or earlier ServicePac coverage.

MT's marked green are not covered within the 2 year pacs , only 1 year pacs are valid.

Type	Model covered	Years	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		1	5days x 9hrs - NBD response	PC430	41C5746	966	130	1.026	1.223
		2	5days x 9hrs - NBD response	PC613	13P0953	1.789	240	1.952	2.239
6220	all models		only 1 year pac valid for this MT						
6225	all models		see above						
6230	all models		only 1 year pac valid for this MT						
6218	all models		only 1 year pac valid for this MT						
9229	all models		see above						
		1	5days x 9hrs - NBD response	PC431	41C5747	1.449	195	1.539	1.834
		2	5days x 9hrs - NBD response	PC614	13P0954	2.683	359	2.928	3.358
6216	all models		only 1 year pac valid for this MT						
6219	all models		only 1 year pac valid for this MT						
6221	all models		only 1 year pac valid for this MT						
6223	all models		see above						
6227	all models		see above						
9228	all models		see above						
		1	5days x 9hrs - NBD response	PC432	41C5748	2.063	277	2.191	2.610
6224	all models		only 1 year pac valid for this MT						
6233	all models		only 1 year pac valid for this MT						
6217	all models		only 1 year pac valid for this MT						

Maintenance Service Upgrade for ThinkCentre / NetVista

1 year Hardware Maintenance & Service Upgrade as continued service after expired IBM Warranty, Service Contract or ServicePac cover. These Pacs does not include coverage for display, unless the machine is an "All in One" / built-in-display type.

Type	Model covered	Covered within	Pac	ePac	DKR	Euro (€)	NKR	SKR
		On-Site NBD resp	PC160	61P7672	641	88	678	791
6832	A60i	see above						
8122	A51	see above						
8123	A51	see above						
8124	A51	see above						
8132	A51	see above						
8134	A51	see above						
8135	A51	see above						
8136	A51	see above						
8171	S51	see above						
8366	N70	see above						
		On-Site NBD resp	PC343	38R3749	262	36	298	320
8084	all models	see above						
8085	all models	see above						
8086	all models	see above						
8089	A50	see above						
8090	A50	see above						
8141	all models	see above						
8142	all models	see above						
8144	all models	see above						
8146	all models	see above						
8148	all models	see above						
8177	all models	see above						
8178	all models	see above						
8420	A51p	see above						
8421	A51p	see above						
8422	A51p	see above						
8423	A51p	see above						
8424	A51	see above						

IBM ServicePac for Enhanced Technical Support - Gateway

IBM ServicePac offers Enhanced Technical Support Gateway a new version of the Enhanced Technical Support tailored for IBM Power System, IBM System i and IBM System p. Support is combined within a single part number for ease of sale with the IBM System
For details on these offerings - refer to announcement letter (PLET) ZS08-0227 on www.ibm.com/common/ssi

1 Year ETS Gateway coverage for Machine type- model #	Pac	P/N	DKR	€	NKR	SKR
7037-A50, 7047-185, 8203-E4A, 8204-E8A, 9110-51A, 9111-285, 9115-505, 9131-52A, 9133-55A, 9407-515	ETS05	51J8843	8.211	1.100	8.856	10.343
9116-561, 9117-MMA, 9125-F2A, 9406-525, 9407-M15	ETS06	51J8844	13.066	1.760	14.092	16.458
9406-550, 9408-M25, 9409-M50	ETS07	51J8845	20.515	2.750	22.125	25.839
Enhanced Technical Support Gateway - 1 year for one additional LPAR	ETS14	40Y5803	2.986	400	3.221	3.761

Enhanced Technical Support - Gateway is a service which complements and enhances the basic IBM support offerings, such as IBM Software Maintenance and IBM Hardware Maintenance, by providing a superior and low-cost proactive support experience.

ETS - Gateway will provide a dedicated Web portal that allows you to access personalized notifications regarding maintenance, security, and performance of your IBM Power System, IBM System i, or IBM System p server, which will help you to maximize your IT availability.

Through the ETS - Gateway Web Portal, you have also access to a dedicated team of IBM specialists who will assist you in the interpretation of the available reports and information and will provide related recommendations.

ServicePac are available through the same Business Partners who sell the related IBM hardware. With these ServicePac, you get an off-the-shelf upgrade solution at the same time you purchase the IBM machine
The number of unique ServicePacs is kept to a minimum with each part number supporting a range of machine types. To select the correct number supporting a the machine type you can use a selection guide that includes a complete list of machine types with cross-references.

Alternatively, you can find ServicePac prices and information at:

www.developer.ibm.com/cod/spst/servicepac/extProductSelectorWWW.do

You can order ServicePacs by part number through SAP in the same way that you order your IBM hardware.
The simple registration process ensures that you receive fast and efficient coverage

IBM Remote 90 or 180 days Startup Support

90 or180 days remote startup support provides remote telephone support on System x/ Intellistation/ BladeCenter systems - see below.
The ServicePac is valid within the first year after system purchase for a period of 90 or 180 days once registered
For details on these offerings - refer to announcement letters (PLET) ZS02-0142 and ZS05-0128 on www.ibm.com/common/ssi

DESCRIPTION	Coverage for	Pac	ePac	DKR	Euro €	NKR	SKR
IBM System x, Intellistations	180 days remote startup support	PC110	61P7383	2.272	299	2.482	2.572
IBM BladeCenter	180 days remote startup support	PC434	41C5615	9.581	1.290	10.386	11.821
IBM System x, Intellistations	90 days remote startup support	n/a	43X3840	1.082	146	1.126	1.359

IBM ServicePac for Support Line for Microsoft Windows or Linux

IBM 9 x 5 ServicePac for Support Line for Microsoft Windows or Linux for 1 or 3 years (24x7 coverage if Customer Business Critical Situation)
This ServicePac provides remote technical software support for clients on Microsoft Windows and Linux Operating Systems.
Support is combined within a single part number for ease of sale with IBM System x servers.
For details on these offerings - refer to announcement letter (PLET) ZS08-0126 on www.ibm.com/common/ssi

DESCRIPTION	Coverage for System x	Pac	P/N	DKR	Euro €	NKR	SKR
1 Year 9x5 Windows or Linux support	1 socket server	PC898	51J9294	2.385	320	2.566	3.011
1 Year 9x5 Windows or Linux support	2 socket server	PC899	51J9295	3.195	429	3.437	4.031
1 Year 9x5 Windows or Linux support	4 socket server	PC900	51J9296	4.794	643	5.155	6.047
1 Year 9x5 Windows or Linux support	8 socket server	PC901	51J9297	6.392	859	6.873	8.062
1 Year 9x5 Windows or Linux support	BladeCenter + Installed Blades	PC902	51J9298	20.030	2.690	21.532	25.260
3 Year 9x5 Windows or Linux support	1 socket server	PC903	51J9299	7.087	954	7.621	8.940
3 Year 9x5 Windows or Linux support	2 socket server	PC904	51J9300	9.493	1.280	10.206	11.972
3 Year 9x5 Windows or Linux support	4 socket server	PC905	51J9301	14.241	1.920	15.311	17.961
3 Year 9x5 Windows or Linux support	8 socket server	PC906	51J9302	18.986	2.550	20.410	23.943
3 Year 9x5 Windows or Linux support	BladeCenter + Installed Blades	PC907	51J9303	59.490	7.980	63.950	75.021

The following support is provided:

ServicePac for Support Line for Microsoft Windows or Linux

a. Provides a single point of contact for Microsoft Windows or Red Hat and Novell SuSE Software Support
b. Answers 'how to' questions on the Windows Operating systems and Back Office Products
c. Gives customers easy access to our Microsoft and Linux Product Specialists
d. Provides a convenient 9 x 5 service with unlimited telephone support calls for the life of the contract
e. Provides 24 x 7 coverage in case of Customer Business Critical Situation
f. Provide consisten comprehensive technical support
g. Complements the total solution provided to the customer
h. Helps reduce downtime and increase productivity
i. Allows the packaging of software support into the HW Sale
j. Resolves customer usage and operational questions and queries

Supported products ; http://www-03.ibm.com/services/sl/products/java3.html
Select your country and the WIN - LIN OS product group to see what is supported

IBM Enhanced Support Line for VMware

IBM Remote Technical Support for VMware provides 1 and 3 year offerings with either 9x5 / 24x7 coverage, packaged within a ServicePac.
Support Line Services for Customers running a VMware environment on their IBM System x or BladeCenter including support for Operating System
For details on this offering - refer to announcement letter (PLET) ZS03-0148 on www.ibm.com/common/ssi

DESCRIPTION	Years	Coverage for	Pac	ePac	DKR	Euro €	NKR	SKR
24x7 Enhanced VMware Software Support	1	2 Way @ 24x7	PC660	12X6780	5.155	692	6.287	7.600
24x7 Enhanced VMware Software Support	1	4 Way @ 24x7	PC661	12X6781	9.280	1.250	11.316	13.680
24x7 Enhanced VMware Software Support	1	8 Way @ 24x7	PC662	12X6782	16.242	2.180	19.804	23.941
24x7 Enhanced VMware Software Support	1	Blades @ 24x7	PC663	12X6783	36.084	4.850	43.996	53.190
24x7 Enhanced VMware Software Support	3	2 Way @ 24x7	PC664	12X6784	13.917	1.870	16.970	20.515
24x7 Enhanced VMware Software Support	3	4 Way @ 24x7	PC665	12X6785	25.055	3.370	30.549	36.932
24x7 Enhanced VMware Software Support	3	8 Way @ 24x7	PC666	12X6786	43.844	5.890	53.457	64.627
24x7 Enhanced VMware Software Support	3	Blades @ 24x7	PC667	12X6787	97.435	13.080	118.798	143.621
Enhanced ServicePac Support Line for VMware on System x (Vi3 or vSphere4 - Enhanced) @ 24x7		see above						
		see above						
9x5 Enhanced VMware Software Support	1	2 Way @ 9x5	PC 797	46D3512	4.124	554	5.029	6.080
9x5 Enhanced VMware Software Support	1	4 Way @ 9x5	PC798	46D3513	7.423	996	9.051	10.942
9x5 Enhanced VMware Software Support	1	8 Way @ 9x5	PC799	46D3514	12.989	1.750	15.837	19.147
9x5 Enhanced VMware Software Support	1	Blades @ 9x5	PC800	46D3515	28.872	3.880	35.203	42.559
9x5 Enhanced VMware Software Support	3	2 Way @ 9x5	PC801	46D3516	11.137	1.500	13.580	16.417
9x5 Enhanced VMware Software Support	3	4 Way @ 9x5	PC802	46D3517	20.042	2.690	24.437	29.543
9x5 Enhanced VMware Software Support	3	8 Way @ 9x5	PC803	46D3518	35.076	4.710	42.767	51.703
9x5 Enhanced VMware Software Support	3	Blades @ 9x5	PC804	46D3519	77.946	10.460	95.036	114.894
Enhanced ServicePac Support Line for VMware on System x (Vi3 or vSphere4 - Enhanced) @ 9x5		see above						
		see above						

ServicePac for Support Line for VMware on System x or BladeCenter - 12X6780-> 12X6787 and 46D3512-> 46D3519

The robust, full support offering for customers using VMware in production environments who want an integrated support contract including:
VMware product support, Guest Operating Systems support within the partitions (MS Windows and/or Linux) plus IBM Director support.

a. Provides a single point of contact for questions on VMware / Windows / Linux / IBM Director on System x
b. Answers 'how to' / defect and usage questions on VMware + Windows / Linux and IBM Director
c. Gives customers easy access to our VMware, Microsoft & Linux + IBM Director skills (Windows / Linux / IBM Director skills excluded from Gold - and Platinum options)
d. Provides 24 x 7 coverage for the customers operations (Part Numbers 12X6780 to 12X6787)
e. Complements the total VMware solution from IBM by supporting the following:
- ESX Server, VMFS, Virtual SMP, VC Agent, Update Manager and Consolidated Backup,
- High Availability, VMotion, Storage VMotion, VCMS

IBM Enhanced Support Line for VMware

IBM Remote Technical Support for VMware provides 1 and 3 year offerings with either 9x5 / 24x7 coverage, packaged within a ServicePac.
Support Line Services for Customers running a VMware environment on their IBM System x or BladeCenter including support for Operating System
For details on this offering - refer to announcement letter (PLET) ZS03-0148 on www.ibm.com/common/ssi

DESCRIPTION	Years	Coverage for	Pac	ePac	DKR	Euro €	NKR	SKR

- Red Hat Linux, Novell SuSE Linux, IBM Director
f. Helps reduce downtime and therefore increase productivity
g. Allows the packaging of software support into the HW and SW Sale
h. Provides defect support
i. Supplements internal staff with IBM's skills in these product areas.
j. Support Line staff have many years of experience in supporting environments from multiple vendors and dealing with multiple escalation routes
- to the different vendors (VMware / Microsoft / Red Hat / Novell SuSE) enabling us to provide integrated support to our clients.
j. Part Numbers 46D3512 to 46D3519 provide 9x5 (office hours - Monday to Friday support)
k. Highest level of support available within a ServicePac for VMware environments on System x / Blade
l. IBM's recommended ServicePac part numbers for VMware support.

Supported products -> http://www-03.ibm.com/services/sl/products/java3.html
Select your country and the VMware product group for the 12X6780-> 12X6787 or 46D3512-> 46D3519 P/N's

IBM Basic VMware support for System x

Gold / Platinum Basic VMware support for System x provides 1 and 3 year offerings with 9x5 / 24x7 coverage, packaged within a ServicePac. Gold and Platinum level support does not include Microsoft Windows, Linux, IBM Director or RDM etc. Support is designed for clients who are trying out VMware products. IBM Software Support Services recommends the standard "Support Line for VMware ServicePac"- under Remote Technical Support Line offerings, wich delivers the full enhanced level of support for any Customer production environment.

DESCRIPTION	Years	Coverage for	Pac	ePac	DKR	Euro €	NKR	SKR
VMware Foundation/Essentials level support	1	2 Way @ 9x5	PC818	51J8569	1.424	192	1.737	2.100
VMware Standard level support	1	2 Way @ 9x5	PC819	51J8570	2.352	316	2.869	3.469
VMware Advanced level support	1	2 Way @ 9x5	na	71Y2802	3.053	410	3.724	4.502
VMware Enterprise/Enterprise Plus level support	1	2 Way @ 9x5	PC820	51J8571	3.668	493	4.474	5.408
VMware Foundation/Essentials level support	3	2 Way @ 9x5	PC821	51J8572	3.845	516	4.689	5.669
VMware Standard level support	3	2 Way @ 9x5	PC822	51J8573	6.346	852	7.738	9.355
VMware Advanced level support	3	2 Way @ 9x5	na	71Y2803	8.249	1.110	10.058	12.160
VMware Enterprise/Enterprise Plus level support	3	2 Way @ 9x5	PC823	51J8574	9.895	1.330	12.066	14.587
Gold level VMware (v3i or vSphere4) support on System x / Blade @ 9x5		see above						
VMware Foundation/Essentials level support	1	2 Way @ 24x7	PC824	51J8575	1.783	240	2.175	2.629
VMware Standard level support	1	2 Way @ 24x7	PC825	51J8576	2.939	395	3.585	4.334
VMware Advanced level support	1	2 Way @ 24x7	na	71Y2804	3.816	513	4.654	5.627
VMware Enterprise/Enterprise Plus level support	1	2 Way @ 24x7	PC826	51J8577	4.580	615	5.585	6.752
VMware Foundation/Essentials level support	3	2 Way @ 24x7	PC827	51J8578	4.808	646	5.863	7.088
VMware Standard level support	3	2 Way @ 24x7	PC828	51J8579	7.930	1.070	9.669	11.690
VMware Advanced level support	3	2 Way @ 24x7	na	71Y2805	10.311	1.390	12.573	15.200
VMware Enterprise/Enterprise Plus level support	3	2 Way @ 24x7	PC829	51J8580	12.373	1.670	15.087	18.240
Platinum level VMware (v3i or vSphere4) support on System x / Blade @ 24x7		see above						
VMware vCenter Standard per Mgmt srv	1	1 Server @ 9x5	na	71Y2797	3.134	422	3.659	4.358
VMware vCenter Heartbeat per Mgmt srv	1	1 Server @ 9x5	na	71Y2806	6.436	866	7.514	8.950
VMware vCenter Standard per Mgmt srv	3	1 Server @ 9x5	na	71Y2798	7.836	1.060	9.147	10.895
VMware vCenter Heartbeat per Mgmt srv	3	1 Server @ 9x5	na	71Y2807	15.392	2.070	17.967	21.401
Gold level ServicePac Support for VMware on System x for vCenter Management Server V4 @ 9x5		see above						
VMware vCenter Standard per Mgmt srv	1	1 Server @ 24x7	na	71Y2800	3.918	527	4.574	5.448
VMware vCenter Heartbeat per Mgmt srv	1	1 Server @ 24x7	na	71Y2808	7.696	1.040	8.984	10.701
VMware vCenter Standard per Mgmt srv	3	1 Server @ 24x7	na	71Y2801	9.795	1.320	11.434	13.619
VMware vCenter Heartbeat per Mgmt srv	3	1 Server @ 24x7	na	71Y2809	19.243	2.590	22.462	26.755
Platinum level ServicePac Support for VMware on System x for vCenter Management Server V4 @ 24x7		see above						

IBM Basic VMware support for System x

Gold / Platinum Basic VMware support for System x provides 1 and 3 year offerings with 9x5 / 24x7 coverage, packaged within a ServicePac. Gold and Platinum level support does not include Microsoft Windows, Linux, IBM Director or RDM etc. Support is designed for clients who are trying out VMware products. IBM Software Support Services recommends the standard "Support Line for VMware ServicePac"- under Remote Technical Support Line offerings, wich delivers the full enhanced level of support for any Customer production environment.

DESCRIPTION	Years	Coverage for	Pac	ePac	DKR	Euro €	NKR	SKR

ServicePac for Support Line for VMware on System x or BladeCenter - 51J8569-> 51J8580 and 71Y2797-> 71Y2809

Basic level VMware support within a ServicePac (not sold standalone) only provides support on selected VMware products - no guest OS and not any IBM Director support.

a. Gold level support provides 9x5 support

b. Platinum level support provides 24x7 support for Customer Critical Problems

c. Foundation level support only covers - ESX Server, VMFS, Virtual SMP, VC Agent, Update Manager and Cons. Backup.

d. Standard level support only covers - ESX Server, VMFS, Virtual SMP, VC Agent, Update Manager and Cons. Backup, HA

e. Enterprise level support only covers - ESX Server, VMFS, Virtual SMP, VC Agent, Update Manager and Cons. Backup, HA, Vmotion, DRS, DPM

f. Support for VCMS is not included within these part numbers.

g. Designed primarily for the pilot phase of a VMware implementation

h. Support for full production environments is best provided by part numbers 12X6780-> 12X6787 or 46D3512-> 46D3519

Product Groups explained

Foundation / Essentials covers the products covered under the V3i release (Foundation) and vSphere4 (Essentials or Essentials Plus) versions of VMware.

Standard covers the products included within the v3i or vSphere4 Standard versions of VMware.

Advanced level support cover products within vSphere4 Advanced Group as defined by VMware

Enterprise / Enterprise Plus covers the products included within the v3i (Enterprise) or vSphere4 (Enterprise and Enterprise Plus) versions of VMware.

Supported products -> http://www-03.ibm.com/services/sl/products/java3.html

For the Gold and Platinum options select VMware - Foundation / Standard or Enterprise to see what is supported

IBM Remote Technical Support for Windows Small & Essential Business Server

Remote Technical SoftWare Support offering for Windows Small & Essential Business Server valid for 1or 3 year from registration date
IBM will provide you remote software support on all the products specified within the SBS/EBS Premium product group, which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html
For details on this offering - refer to announcement letter (PLET) ZS09-0026 on www.ibm.com/common/ssi

DESCRIPTION	Pac description	Pac	ePac	DKR	Euro €	NKR	SKR
RTS Windows SBS & EBS	1 Year SBS/EBS - Standard	n/a	65Y4934	4.331	582	5.277	6.296
RTS Windows SBS & EBS	1 Year SBS/EBS - Premium	n/a	65Y4935	5.489	738	6.687	7.979
RTS Windows SBS & EBS	3 Year SBS/EBS - Standard	n/a	65Y4936	11.693	1.580	14.245	16.997
RTS Windows SBS & EBS	3 Year SBS/EBS - Premium	n/a	65Y4937	14.816	1.990	18.050	21.537

IBM Remote Technical Support for Midrange Disk Storage

Remote Technical SoftWare Support offering for IBM Mid Range Disk Storage devices

The ServicePac is valid for 1 or 3 year from registration date. Support is offered 24x7 by Severity 1 urgency.

For details on this offering - refer to announcement letter (PLET) ZS09-0046 on www.ibm.com/common/ssi

Type	Model covered	Pac description	ePac	DKR	Euro €	NKR	SKR
1812, 1814, 1815	DS4000 / 4700 / 4800	1 Year 24x7 RTS Storage	65Y5202	8.315	1.120	9.869	12.427
1812, 1814, 1815	DS4000 / 4700 / 4800	3 Year 24x7 RTS Storage	65Y5203	22.451	3.020	26.646	33.552
1818	DS5000	1 Year 24x7 RTS Storage	65Y5204	9.594	1.290	11.388	14.339
1818	DS5000	3 Year 24x7 RTS Storage	65Y5205	25.905	3.480	30.746	38.714

IBM Remote Technical Support for Director Software

Remote support offerings for IBM Director Software product running on IBM eServer System x
For details on this offering - refer to announcement letter (PLET) ZS04-0118 on www.ibm.com/common/ssi

DESCRIPTION	TYPE	Pac description	Pac	ePac	DKR	Euro €	NKR	SKR
IBM eServer System x	IBM Director 1yr sup	1 to 10 Agents	PC256	29R5097	2.845	383	3.219	3.466
	IBM Director 1yr sup	11 to 20 Agents	PC257	29R5098	5.338	719	6.039	6.502
	IBM Director 1yr sup	21 to 50 Agents	PC258	29R5099	11.395	1.540	12.888	13.877

This Service provides a remote telephone based software support action for customers who have either purchased IBM Director for standalone usage or purchased the increased functionality which comes from the Server Plus Pacs sold by System x. The service provides remote assistance with questions pertaining to the installation / setup and configuration of the IBM Director and Server Plus Pac products. With unlimited calls your clients can call as often as needed and received quick and efficient responses.

Highlights of the offering include:

- **Software Support focused on the IBM Director product**
- **Access to technical experts**
- **Unlimited calls and unlimited callers**
- **Single point of Contact**
- **Attractively priced, predicatable support costs - one time fee for one year of support**
- **Packaged on a "number of Director Agents" basis**

Supported Products:
System x System Software - BIOS / Drivers / Firmware

IBM Director / Systems Director (and future releases) including: Server / Agent / console
Plus: Active PCI Manager / Capacity Manager / Rack Manager / Software Rejuvenation / System Availability / Software Distribution / Remote Deployment Manager

Hours of Coverage (local Country) - 0900 to 1700

RSS ServicePac / Warranty Service Upgrade 24x7xSBD 3Years

These 3 Years ServicePac provide 24 hour by 7 days a week cover including Holidays, with Same Business Day response (SBD).
Cover includes, for the associated products, IBM 2x20 display, IBM Keyboard and IBM Cash drawer.
For general information, see PLET ZS04-0162 / ZS05-0120

Type	Model Covered	Description	Pac	ePac	DKR	Euro (€)	NKR	SKR
4610	1NR	IBM SureMark Single Station Printer	R363	44T6004	1.193	161	1.301	1.496
4610	TF6 TM6 TN5	SureMark Thermal Printer	R301	44T5968	1.575	212	1.717	1.974
4610	TG3 TI3 TN3	SureMark Thermal Printer	R302	44T5969	2.702	363	2.946	3.386
4610	TG4	SureMark Thermal Printer	R303	44T5970	2.884	387	3.144	3.613
4610	TI4	SureMark Thermal Printer	R304	44T5971	3.066	412	3.342	3.841
4610	2NR	SureMark Thermal Printer	R350	44T5992	2.339	314	2.549	2.930
4610	TG9 TI9 1NR	SureMark Thermal Printer	R363	44T6004	1.193	161	1.301	1.496
4610	TG5 TI5 2CR	SureMark Thermal Printer	R364	44T6005	2.678	360	2.919	3.355
4610	TF7 TM7	SureMark Thermal Printer	R365	44T6006	587	79	641	737
4613	E08	SurePOS 100	R338	44T5986	4.763	640	5.191	5.966
4613	E18	SurePOS 100	R355	44T5996	5.211	700	5.680	6.528
4613	108	SuePOS 100	R366	51J8581	2.756	370	2.964	3.436
4613	118	SuePOS 100	R367	51J8582	3.015	405	3.243	3.760
4800	C42 E42 E82	SurePOS 700 Terminal	R347	44T5989	2.211	297	2.411	2.771
4800	722	SurePOS 700 Terminal	R348	44T5990	1.648	222	1.797	2.065
4800	742	SurePOS 700 Terminal	R349	44T5991	1.662	223	1.788	2.073
4800	C43	IBM SurePOS 740 - Controller	R349	44T5991	1.662	223	1.788	2.073
4800	782	SurePOS 700 Terminal	R350	44T5992	2.339	314	2.549	2.930
4800	723	IBM SurePOS 720 - Entry	R401	51J8751	905	122	974	1.130
4800	743	IBM SurePOS 740 - Value	R402	51J8752	1.115	150	1.200	1.391
4800	783	IBM SurePOS 780 - Performance	R403	51J8753	1.519	204	1.634	1.894
4800	E83	IBM SurePOS 780 - Performance WEPOS	R403	51J8753	1.519	204	1.634	1.894
4800	E23	IBM SurePOS 720 - Entry WEPOS	R405	51J8754	1.270	171	1.366	1.584
4800	E43	IBM SurePOS 740 - Value WEPOS	R406	51J8755	1.380	186	1.485	1.722
4810	33H E3H	SurePOS 300 Terminal	R351	44T5993	2.551	343	2.781	3.196
4810	340, E40	SurePOS 300 Terminal	R405	51J8754	1.270	171	1.366	1.584
4820	2GB 2WB	SurePoint Display	R328	44T5980	2.848	383	3.104	3.568
4820	2GD 2WD	SurePoint Display	R353	44T5994	933	126	1.017	1.169
4820	1GD 1WD	SurePoint Display	R360	44T6001	757	102	826	949
4820	5WB 5GB	SurePoint Display IR Touch	R400	51J8750	1.948	263	2.101	2.432
4838	330, 33E	Anyplace Kiosk	R349	44T5991	1.662	223	1.788	2.073
4838	530 53E 540 54E	Anyplace Kiosk	R368	51J8583	1.717	231	1.848	2.142

RSS ServicePac / Warranty Service Upgrade 24x7xSBD 3Years

These 3 Years ServicePac provide 24 hour by 7 days a week cover including Holidays, with Same Business Day response (SBD).
Cover includes, for the associated products, IBM 2x20 display, IBM Keyboard and IBM Cash drawer.
For general information, see PLET ZS04-0162 / ZS05-0120

Type	Model Covered	Description	Pac	ePac	DKR	Euro (€)	NKR	SKR
4838	730 73E 740 74E	Anyplace Kiosk	R369	51J8584	1.878	252	2.020	2.342
4838	930 93E 940 94E	Anyplace Kiosk	R370	51J8585	1.983	266	2.133	2.472
4840	543 544 563 564 E44 E64	SurePOS 500	R336	44T5985	3.720	500	4.055	4.661
4840	P44	SurePOS 500	R338	44T5986	4.763	640	5.191	5.966
4840	P64	SurePOS 500	R339	44T5987	5.538	744	6.036	6.938
4846	545 564 E45 E65	SurePOS 500	R361	44T6002	1.902	256	2.074	2.384
4846	P45 P65	SurePOS 500	R362	44T6003	2.520	339	2.748	3.158
4851	514 E14	SurePOS 500 Express	R354	44T5995	4.641	623	5.059	5.815
4851	P14	SurePOS 500 Express	R355	44T5996	5.211	700	5.680	6.528
4852	566, E66	SurePOS 500 Terminal	R349	44T5991	1.662	223	1.788	2.073
4852	P66	SurePOS 500 Terminal	R304	44T5971	3.066	412	3.342	3.841
4910	33D T3S	SurePOS 300 Express	R331	44T5983	4.429	595	4.828	5.549
4910	33S	SurePOS 300 Express	R357	44T5998	3.308	444	3.606	4.145
4910	E4T	SurePOS 300 Express	R414	65Y5317	4.178	561	5.025	6.214
4951	514	SurePOS 500 Express	R356	44T5997	4.435	596	4.834	5.557

Point-of-Sale POS / RSS PostWarranty ServicePac

These 3 Years ServicePac provide 18 hour by 6 days PostWarranty Service a week - Mon => Sat, with a Next Business Day response (NBD).

Cover include, for the associated products, IBM 2x20 display, IBM Keyboard and IBM Cash drawer.

For general information, see PLET ZS05-0120.

Type	Model Covered	Description	Pac	P/N	DKR	Euro (€)	NKR	SKR
4610	1NR	IBM SureMark Single Station Printer	R093	29R5293	1.420	193	1.655	1.903
4610	TF6 TM6 TN5	SureMark Thermal Printer	R001	29R5231	1.870	252	2.180	2.505
4610	TG5	SureMark Thermal Printer	R002	29R5232	3.207	433	3.742	4.302
4610	TN3 TG3 TI3	SureMark Thermal Printer	R002	29R5232	3.207	433	3.742	4.302
4610	TI4	SureMark Thermal Printer	R020	29R5250	3.567	482	4.159	4.780
4610	TG4	SureMark Thermal Printer	R040	29R5270	3.374	457	3.935	4.522
4610	TI9 TG9 1NR	SureMark Thermal Printer	R093	29R5293	1.420	193	1.655	1.903
4610	TF7	SureMark Thermal Printer	R095	29R5295	700	96	820	947
4613	108	SuePOS 100	R011	29R5241	3.278	444	3.819	4.388
4613	118	SuePOS 100	R020	29R5250	3.567	482	4.159	4.780
4613	E18	SuePOS 100	R045	29R5275	5.933	802	6.919	7.953
4614	F03 A04 FC3 P81 V80	SureOne POS Terminal	R006	29R5236	7.237	978	8.434	9.693
4614	F01 V81	SureOne POS Terminal	R007	29R5237	7.829	1.070	9.122	10.486
4614	A05	SureOne POS Terminal	R008	29R5238	8.999	1.220	10.490	12.054
4614	V04 S04	SureOne POS Terminal	R008	29R5238	8.999	1.220	10.490	12.054
4614	V05 S05	SureOne POS Terminal	R010	29R5240	11.962	1.620	13.938	16.021
4614	A03 P80	SureOne POS Terminal	R019	29R5249	6.145	831	7.166	8.240
4694	106 146	SurePOS Terminal	R011	29R5241	3.278	444	3.819	4.388
4694	205 207 247	SurePOS Terminal	R012	29R5242	4.242	573	4.948	5.678
4694	245 SBT 307 347 V07 V47 LNT	SurePOS Terminal	R013	29R5243	4.910	664	5.721	6.577
4694	2L6 2S6 P07 P47	SurePOS Terminal	R014	29R5244	5.643	763	6.579	7.562
4694	206 246	SurePOS Terminal	R031	29R5261	5.135	695	5.991	6.883
4800	722	SurePOS 700 Terminal	R001	29R5231	1.870	252	2.180	2.505
4800	742	SurePOS 700 Terminal	R001	29R5231	1.870	252	2.180	2.505
4800	C43	IBM SurePOS 740 - Controller	R001	29R5231	1.870	252	2.180	2.505
4800	732 733 20E 24E 752 753	SurePOS 700 Terminal	R018	29R5248	5.367	726	6.262	7.189
4800	7V2 7V3 7P2 7P3	SurePOS 700 Terminal	R019	29R5249	6.145	831	7.166	8.240
4800	102 142 781 W81	SurePOS 700 Terminal	R026	29R5256	4.512	609	5.257	6.042
4800	C41 W41	SurePOS 700 Terminal	R039	29R5269	3.773	511	4.399	5.057
4800	7C1	SurePOS 700 Terminal	R039	29R5269	3.773	511	4.399	5.057
4800	721 741	SurePOS 700 Terminal	R040	29R5270	3.374	457	3.935	4.522
4800	C42 E42 E82	SurePOS 700 Terminal	R047	29R5277	2.622	355	3.054	3.518

Point-of-Sale POS / RSS PostWarranty ServicePac

These 3 Years ServicePac provide 18 hour by 6 days PostWarranty Service a week - Mon => Sat, with a Next Business Day response (NBD).

Cover include, for the associated products, IBM 2x20 display, IBM Keyboard and IBM Cash drawer.

For general information, see PLET ZS05-0120.

Type	Model Covered	Description	Pac	P/N	DKR	Euro (€)	NKR	SKR
4800	782	SurePOS 700 Terminal	R050	29R5280	2.770	376	3.232	3.709
4800	723	IBM SurePOS 720 - Entry	R053	29R5283	1.099	151	1.284	1.482
4800	E23	IBM SurePOS 720 - Entry WEPOS	R093	29R5293	1.420	193	1.655	1.903
4800	743	IBM SurePOS 740 - Value	R388	29R5298	1.253	170	1.461	1.673
4800	783	IBM SurePOS 780 - Performance	R389	29R5299	1.696	231	1.979	2.275
4800	E83	IBM SurePOS 780 - Performance WEPOS	R389	29R5299	1.696	231	1.979	2.275
4800	E43	IBM SurePOS 740 - Value WEPOS	R392	29R5301	1.542	209	1.802	2.075
4810	33K 33T	SurePOS 300 Terminal	R007	29R5237	7.829	1.070	9.122	10.486
4810	31T	SurePOS 300 Terminal	R010	29R5240	11.962	1.620	13.938	16.021
4810	31C 32C	SurePOS 300 Terminal	R020	29R5250	3.567	482	4.159	4.780
4810	32T	SurePOS 300 Terminal	R022	29R5252	6.672	901	7.777	8.938
4810	31K 32K	SurePOS 300 Terminal	R023	29R5253	9.166	1.250	10.683	12.284
4810	31H 32H W2H	SurePOS 300 Terminal	R039	29R5269	3.773	511	4.399	5.057
4810	33H E3H	SurePOS 300 Terminal	R051	29R5281	3.021	408	3.518	4.044
4810	340, E40	SurePOS 300 Terminal	R389	29R5299	1.696	231	1.979	2.275
4820	10D 1FR	SurePoint Display	R001	29R5231	1.870	252	2.180	2.505
4820	48T	SurePoint Display	R014	29R5244	5.643	763	6.579	7.562
4820	46T 4FT	SurePoint Display	R018	29R5248	5.367	726	6.262	7.189
4820	42D 4FD 46D 48D	SurePoint Display	R026	29R5256	4.512	609	5.257	6.042
4820	42T	SurePoint Display	R027	29R5257	5.245	708	6.115	7.026
4820	4GT 4WT 5GN 5WN	SurePoint Display	R039	29R5269	3.773	511	4.399	5.057
4820	2GB 2WB	SurePoint Display	R040	29R5270	3.374	457	3.935	4.522
4820	2GD 2WD	SurePoint Display	R053	29R5283	1.099	151	1.284	1.482
4820	1GD 1WD	SurePoint Display	R053	29R5283	1.099	151	1.284	1.482
4820	5WB 5GB	SurePoint Display IR Touch	R379	51J8594	2.224	301	2.590	2.983
4835	153 15W	IBM Kiosk	R022	29R5252	6.672	901	7.777	8.938
4835	120 150 152	IBM Kiosk	R030	29R5260	8.330	1.130	9.709	11.156
4836	1Z2 1Z5 1ZV W7Z	IBM Kiosk	R012	29R5242	4.242	573	4.948	5.678
4838	1Z2 1Z5 1ZV E32 E35	IBM Kiosk	R012	29R5242	4.242	573	4.948	5.678
4838	1Z7 EZ7 W2Z W5Z	IBM Kiosk	R059	29R5289	3.940	532	4.600	5.287
4838	330 530 540 33E 53E 54E	Anyplace Kiosk	R378	51J8593	2.050	278	2.389	2.744
4838	730 73E 740 74E	Anyplace Kiosk	R379	51J8594	2.224	301	2.590	2.983

Point-of-Sale POS / RSS PostWarranty ServicePac

These 3 Years ServicePac provide 18 hour by 6 days PostWarranty Service a week - Mon => Sat, with a Next Business Day response (NBD).

Cover include, for the associated products, IBM 2x20 display, IBM Keyboard and IBM Cash drawer.

For general information, see PLET ZS05-0120.

Type	Model Covered	Description	Pac	P/N	DKR	Euro (€)	NKR	SKR
4838	930 93E 940 94E	Anyplace Kiosk	R380	51J8595	2.346	318	2.737	3.145
4840	541 P62 561	SurePOS 500	R006	29R5236	7.237	978	8.434	9.693
4840	P32 62P 65P P52 551 64P P42	SurePOS 500	R006	29R5236	7.237	978	8.434	9.693
4840	562 573 P43 P44 W73	SurePOS 500	R014	29R5244	5.643	763	6.579	7.562
4840	55P 54P 56P	SurePOS 500	R023	29R5253	9.166	1.250	10.683	12.284
4840	543 544 563 564 E43 E44 E63 E64 W43 W63	SurePOS 500	R026	29R5256	4.512	609	5.257	6.042
4840	52P 53P	SurePOS 500	R030	29R5260	8.330	1.130	9.709	11.156
4840	532 542 552 622 642 652	SurePOS 500	R031	29R5261	5.135	695	5.991	6.883
4840	531 521 P63 P64	SurePOS 500	R033	29R5263	6.562	888	7.653	8.795
4846	P45 P65	SurePOS 500	R051	29R5281	3.021	408	3.518	4.044
4846	545 565 E45 E65	SurePOS 500	R379	51J8594	2.224	301	2.590	2.983
4851	P14	SurePOS 500 Express	R019	29R5249	6.145	831	7.166	8.240
4851	514 E14	SurePOS 500 Express	R054	29R5284	5.508	745	6.424	7.380
4852	566, E66	SurePOS 500 Terminal	R379	51J8594	2.224	301	2.590	2.983
4852	P66	SurePOS 500 Terminal	R039	29R5269	3.773	511	4.399	5.057
4910	T3D	SurePOS 300 Express	R019	29R5249	6.145	831	7.166	8.240
4910	33D T3S	SurePOS 300 Express	R027	29R5257	5.245	708	6.115	7.026
4910	32E	SurePOS 300 Express	R045	29R5275	5.933	802	6.919	7.953
4910	33S	SurePOS 300 Express	R059	29R5289	3.940	532	4.600	5.287
4910	E4T	SurePOS 300 Express	R013	29R5243	4.910	664	5.721	6.577
4940	532	SurePOS 500 Express	R018	29R5248	5.367	726	6.262	7.189
4951	514	SurePOS 500 Express	R027	29R5257	5.245	708	6.115	7.026

ServicePac for POS MVS Products

These 3 Years ServicePacs provide 9 hour by 5 days a week - Mon => Fri cover, with a Next Business Day response (NBD).
The normal 1 Year Base Warranty are included in the total of 3 Years coverage, and therefore these offering only apply for new MVS products.
For general information, see PLET ZS05-0120.

Type	Vendor	Model Covered / Description	Pac	ePac	DKR	Euro (€)	NKR	SKR
ARA2	ADS Anker	Cashdrawer mdl 000 / Case Baseplate	R365	42V1265	390	53	426	489
J065	ADS Anker	Cashdrawer mdl 000 / Case Baseplate	R366	42V1266	618	83	676	775
J066	ADS Anker	Cashdrawer mdl 000 / Cash Drawer	R367	42V1267	773	104	844	968
AK45	CashBase	Cashdrawer mdl 059 / Cash Drawer	R368	42V1268	464	63	507	581
E506	Epson	Printer mdl 000 / TM-T88iii	R369	42V1269	928	125	1.013	1.162
AK85	Symbol	Scanner, Desk mdl 000 / LS-2100	R370	42V1270	585	79	639	733
BR09	Symbol	Scanner, Desk mdl 000 / LS-4008	R371	42V1271	1.082	146	1.182	1.356
P802	PSC	Scanner, Desk mdl 000 / Magellan 2200VS	R372	42V1272	3.248	436	3.544	4.066
P732	PSC	Scanner, Desk mdl 000, 001, 002 / Magellan 820x	R373	42V1273	2.939	394	3.207	3.679
P930	PSC	Scanner, Desk mdl 000 / Magellan 8500, 8560	R374	42V1274	1.237	166	1.351	1.549
BS15	Symbol	Scanner, Handheld mdl 000 / LS-9208	R375	42V1275	854	115	932	1.069
W172	Welch-Allyn	Scanner, Handheld mdl 000 / 3870LX	R375	42V1275	854	115	932	1.069
BH30	Symbol	Scanner, Handheld mdl 000 / P302fzy	R376	42V1276	2.629	353	2.869	3.292

IBM Education / e-Learning ServicePac

The new IBM Education Pacs is a discount-purchase program that gives your employees access to the top-notch classroom training, technical conferences and e-Learning offerings at a very competitive price. Enables convenient discounted funding management for IT Learning with 1 Year of training - including 5 to 10% discount, varied on 3 entry price levels. Applies to a variety of education offerings in multiple formats. Depending on Country it can include: Classroom, Conferences, Itso, e-Learning. Details can be found in PLET: ZS05-0131

The e-Learning Web Lecture Courses let you learn three of the hottest subjects in the IBM System x environment. Details in PLET: ZS05-0130

Type	Description	Pac	ePac	DKR	Euro (€)	NKR	SKR
Education Pack	Small	DE01	41C5722	19.000	2.375	19.000	19.000
Education Pack	Medium	DE02	41C5723	36.800	4.600	36.800	36.800
Education Pack	Large	DE03	41C5724	72.000	9.000	72.000	72.000
e-Learning Course	for BladeCenter	DE04	41C5725	1.548	209	1.706	1.895
e-Learning Course	for IBM Director	DE05	41C5726	1.826	246	2.013	2.235
e-Learning Course	for VMware	DE06	41C5727	1.393	188	1.535	1.705